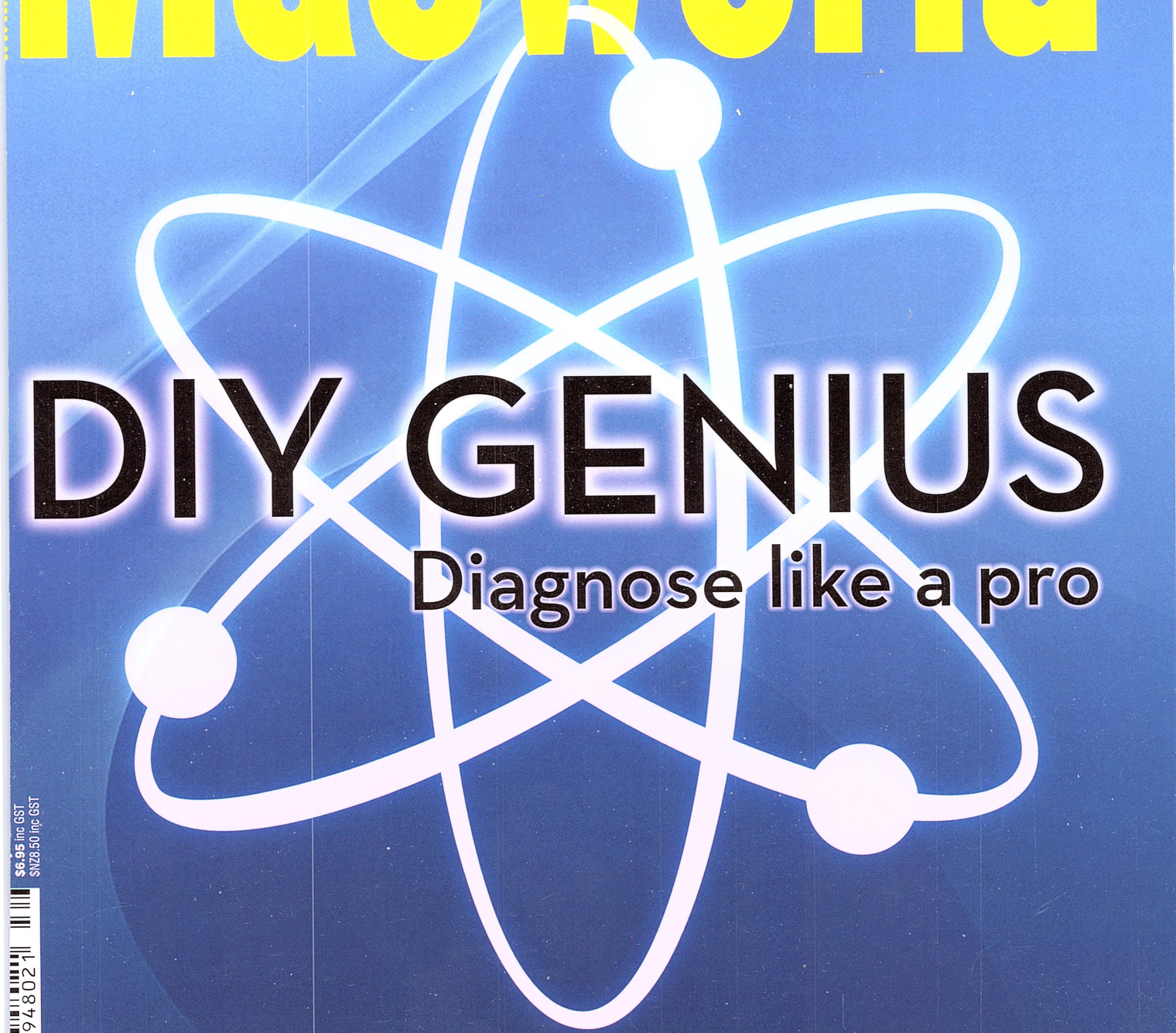
WWDC: NEW iPHONE, SNOW LEOPARD, AND MORE

AUSTRALIAN

Macworld



DIY GENIUS

Diagnose like a pro

LAB TEST: DESKTOP STORAGE | BENTO FOR iPHONE | APPLE TIME CAPSULE
KOGAN CAMCORDER | CANON POWERSHOT | FUJI XEROX DOCUPRINT

$6.95 inc GST
$NZ8.50 inc GST
9 771329 948021

In Business?

Act now for an EXTRA 30- 50% Tax Deduction on Mac/Xerox Bundles from Designwyse.

Eligible businesses need to act soon to claim the extra tax deductions in the June 09 or June 10 financial years. Other deductions apply until Dec 09. Please see www.designwyse.com.au for details.

$94/week#

Mac Pro Studio Bundle inc Xerox A3/A4 Colour Laser Printer

High powered 8 Core MacPro workstation and crisp hi-res Apple Cinema display plus Fuji Xerox professional A3/A4 colour Laser printer.

- Mac Pro 2.26GHz Two Quad Xeon/ 6GB RAM/ 640GB Hard Disk/ SuperDrive/ Bluetooth.
- Apple 24" LED Cinema Display (1920 x 1600)
- AppleCare - Onsite Extended 3 year Warranty
- Fuji Xerox C4350 A3/A4 Colour Laser Printer

Mac Pro + 24" Display Xerox 4350 A3 Colour Laser RRP $15,720, Save $3,125

Mac Pro Bundle FUJI xerox **$12,595 or $94/week#**

$38/week#

20" iMac Studio Bundle inc Xerox A4 Colour Laser Printer

All in one Apple iMac Core 2 Duo workstation plus a Fuji Xerox C3210 A4 colour Laser printer.

- iMac 20" 2.66GHz/ 2GB/ 320GB/ SuperDrive
- Inc Extra Ram upgrade - Total of 4GB RAM
- AppleCare - Onsite Extended 3 year Warranty
- Fuji Xerox C3210DX A4 Colour Laser Printer

20" IMac Xerox 3210 A4 Colour Laser RRP $4,097, Save $902

Imac Bundle FUJI xerox **$3,195 or $38/week#**

All prices include GST. Price subject to change without notice. E&OE. # Weekly rates based on a 3 year (CHP) Corporate Hire Purchase plan with a 6% residual to approved business applicants. PLEASE NOTE: * We advise checking with your accountant regarding your eligibility for the extra 30- 50% Tax deduction announced by the government. Please see our website for further details.

Authorised Reseller

Ph (03) 9554 6000 FreeCall 1800 334 684

1 Fairborne Way Keysborough VIC sales@designwyse.com.au www.designwyse.com.au

Designwyse
Professional Computer Solutions

Mac Pro Trade-Ups!

Get serious Intel Power and save up to $1,252 by trading in your existing Mac for a brand new Intel Mac Pro with these incredible Trade-up Offers from Designwyse! Trade-up to the latest Mac Pros from as little as $3,499. Add a full 3 Year onsite AppleCare Protection Warranty for only $295. Upgrade now as this is a limited offer!

Ask about the 30% to 50% Tax Deduction

4 Core Intel

Trade-Up to a new Mac Pro 2.66 GHz 4 Core 3GB Ram

New Mac Pro 2.66 GHz, 4 Core, 3GB Ram, 640GB HD,18x double-layer SuperDrive, NVIDIA GeForce GT 120 with 512M, Keyboard, Mouse, OSX 10.5, iLife **RRP $4,499#** Add 3yr AppleCare Protection Plan Warranty, only $295

From any working Power Mac G5 2.3GHz or higher....$3,499 *Save $1,000**

From any working Power Mac G5 1.6GHz to 2GHz .....$3,699 *Save $800**

From any working Power Mac G3 or G4 tower .....$4,099 *Save $400**

Extra Options Increase RAM to a Total of 6GB (3 x 2GB) - Add $290

AppleCare 3yr $295 Apple 24" LED Cinema Display - Add $1,395, save $104

8 Core Intel

Trade-Up to a new Mac Pro 2.26 GHz 8 Core 6GB Ram

New Mac Pro 2.26 GHz, 8 Core (two quad core), 6GB Ram, 640GB HD, 18x double-layer SuperDrive, NVIDIA GeForce GT 120 with 512M, Keyboard, Mouse, OSX 10.5, iLife **RRP $5,899#** Add 3yr AppleCare Warranty, only $295

From any working Power Mac G5 2.3GHz or higher....$4,799 *Save $1,100**

From any working Power Mac G5 1.6GHz to 2GHz .....$4,999 *Save $900**

From any working Power Mac G3 or G4 tower .....$5,399 *Save $500**

Extra Options Increase RAM to a Total of 12GB (6 x 2GB) - Add $560

AppleCare 3yr $295 Apple 24" LED Cinema Display - Add $1,395, save $104

Trade-up Offer - Add-on Display Options

Inc Gst

Apple 20" Cinema Display (1680 x 1050) inc 3yr AppleCare - Add.....$850

Apple 24" Cinema Display (1920 x 1600) inc 3yr AppleCare - Add.....$1,395

Apple 30" Cinema Display (2560 x 1600) inc 3yr AppleCare - Add.....$2,695

Authorised Reseller

Visa - No Surcharge Amex - Add 2%

MCard - No Surcharge Diners - Add 2%

All prices include Gst. # RRP Based on Apple's webstore price. * Savings based on Trade-Up price compared to Apple's web-store price without a Trade in. Prices subject to change without notice. E&OE. Available till July 31 09 or while stocks last. Payment by Cash, Credit Card, EFT, or Finance. All trade-in units are checked and must be in good working order, with keyboard, mouse & cables or an adjusted trade-up price will apply. Data transfer and setup service is available from $195. Low priced delivery Australia Wide.

Ph (03) 9554 6000 FreeCall 1800 334 684

1 Fairborne Way Keysborough VIC sales@designwyse.com.au www.designwyse.com.au

Designwyse
Professional Computer Solutions

Other World Computing
Serving the Mac Universe since 1988

815.338.8685
www.macsales.com

Why buy from OWC?
We don't just sell it, we tell you how to install and use it.

Award-winning support... BizRate Circle of Excellence 5 straight years.

Extremely fast delivery at a reasonable cost.

Live Chat support... even on weekends.

Expert installation services with fast turnaround.

Free lifetime technical support.

Free online "Do-It-Yourself" videos for easy installation.
Check out our new page!
www.macsales.com/installvideos

Easiest Way to Dock and Access Hard Drives at Will
www.macsales.com/voyager

Data Access Now Made Simple!

NewerTech® Voyager™ SATA I/II hard drive docking solutions support all 2.5" and 3.5" hard drives up to 2.0TB!

Plug and Play, Hot Swap, and add a new drive at anytime. Offers flash memory card like ease of use, but with huge capacity gains.

Hard drive not included with Voyager. See below for hard drive bundles.

Voyager Q
FW800/400+ USB2.0+eSATA
only **$94.99**

Voyager S2
USB2.0+eSATA
only **$49.99**

Macitynet.it BEST OF EXPO MWSF 2009

"Remarkably Convenient" - Macworld

newertechnology

SPECIAL! NewerTech Voyager S2 + Hard Drive Bundle

Size	Speed	USB 2.0+eSATA
500GB	7200RPM	$99.00
1.0TB	7200RPM	$119.99
1.5TB	7200RPM	$179.99

Bus Powered Solutions
www.macsales.com/firewire

Fast, Reliable, Bus-Powered Plug and Play

3 Year Solution Warranty

Macworld ★★★★½ **"...performs at some of the fastest speeds we've seen in a portable drive." - Macworld**

8.89 cm x 13.97 cm x 2.54 cm

OWC® Mercury On-The-Go Pro™ Portable Solutions
Compact and versatile — powers right away via FireWire® or USB 2.0 interface, no external power required!

Size	RPM Speed	Cache	USB 2.0 Only	FW400 +USB 2.0	FW800/400 +USB 2.0
MOST POPULAR					
320GB	5400	8MB	$89.99	$107.99	$129.99
500GB	5400	8MB	$119.99	$139.99	$164.99
320GB	7200	16MB	$97.99	$119.99	$139.99
NEWEST					
500GB	7200	16MB	$189.99	$219.99	$239.99

Available from 80GB to 500GB!

"These Drives Are A No-Brainer For An iMac Or Any Mac. Almost Noiseless, Ultra Low Power, And Top Performance—You Can't Lose." - Lloyd Chambers, DigLloyd

All OWC & NewerTech configured external drive solutions come ready to Plug and Play with all interface connection cables, include full versions of Intech® HD Speedtools™, NovaStor NovaBACKUP, Prosoft Data Backup 3, and Carbon Copy Cloner, and are Leopard® Time Machine™ ready.

Software Included $200 Value

Build your own drive!
0GB 'Add your own hard drive' kits available from **$27.95**

To see a full selection of kits, visit: www.macsales.com/storage

Drive Type	Interfaces	Price
SATA	USB 2.0	$27.95
ATA/IDE	FW800+USB 2.0	$67.99

NEW!

OWC Express USB 2.0 Enclosure
Pocket-sized USB bus powered enclosure — the ultimate combo of style & value in portable data storage & backup.
Mouse not included.
from $19.99

At OWC Our Customers Come 1st!
QUALITY PRODUCTS | COMPETITIVE PRICES | EXPERT SUPPORT

DISCOVER MasterCard VISA JCB PayPal

Visit: **www.macsales.com** *Call:* **815.338.8685**

Orders ship from USA with extremely competitive shipping rates.
All prices quoted in US dollars.

Customer Quote CORNER

"With an enormous product line and great service, I highly recommend your company to other Mac owners in Australia."

- Michael B.

More Memory = Faster Mac

www.macsales.com/memory

Apple® Mac® Pro XEON™ - Max Any Model Up To 32GB!*

SAVINGS up to 74% vs factory!

*Up to 8GB for March 2009 Quad-Core Model

Get the right memory for any 2006/2007/2008 model

As low as **$23.12** per GB

4GB Kit (2GB Modules x 2) from **$94.99**

32GB Kit (4GB Modules x 8) from **$779.00**

Upgrade:

- 667MHz & 800MHz
- 2.0GHz, 2.66GHz, 2.8GHz, 3.0GHz, and 3.2GHz Quad-Core, Quad Core x 2 (8-Core) *all models*

NEW! Memory for the March/2009 'Nehalem' models

8GB Matched Set (2GB Modules x 4) **$157.99**

16GB Matched Set (2GB Modules x 8) **$309.99**

32GB Matched Set (4GB Modules x 8) from **$1479.99**

Also available: 6GB, 12GB, & 24GB Kits

Upgrade:

- 1066MHz
- Quad-Core 2.66GHz/2.93GHz; 8-Core 2.26GHz/2.66GHz/2.93GHz

Memory for iMac®, MacBook®, MacBook Pro, Mac mini (Intel)

2.0GB from **$29.79**

4.0GB Kits from **$58.95**

6.0GB Kits from **$194.99**

NEW! March 2009 Models' Memory

Up to **8.0GB** available!

We Have The Right Memory For Your Mac

From 68020 to PPC to Intel®, from Classic to Pro — OWC has the right memory for any Mac upgrade!

"That's a great deal!" - Dave Hamilton, Mac Observer

We have memory for *any* Mac upgrade!

Power Mac® G5

As low as **$15.00** per GB

iMac G5

As low as **$15.00** per GB

Mac mini G4

As low as **$42.95** per GB

PowerBook® G4

As low as **$15.99** per GB

Find what you need to max your Mac's performance in 3 easy clicks with our on-line memory configurator! www.macsales.com/MyOWC

All OWC memory meets or exceeds manufacturer specifications for maximum quality assurance, but at the independent prices you can afford. Plus, you receive the industry-leading Lifetime Advance Replacement Warranty and award-winning US-based customer support.

OWC installation videos show you how to unleash the full potential of your Mac.

www.macsales.com/installvideos

Your Online Mac Upgrade Center: Internal Hard Drives

www.macsales.com/harddrive

HITACHI Seagate PARTNER PROGRAM

Laptop Drives Hitachi®, Seagate®, Toshiba®, Western Digital® 2.5" Serial ATA, IDE/ATA from 80GB to 500GB

500GB 5400RPM Hitachi 9.5mm now **$97.99**

500GB 7200RPM Seagate 9.5mm now **$159.99**

Desktop Drives Hitachi, Seagate, Western Digital 3.5" Serial ATA, IDE/ATA from 80GB to **2.0TB**

1.0TB Hitachi 7K1000.B 3.5" SATA II now **$81.99**

1.0TB Hitachi E7K1000 3.5" SATA II Enterprise now **$139.99**

1.5TB Western Digital 'Green Power' 3.5" SATA II now **$154.99**

Conservation & Recycling for a greener tomorrow

http://www.macsales.com/LEED/

COMPUTERWORLD'S Top 12 GREEN-IT COMPANIES

Learn more about OWC's new 'Green' headquarters.

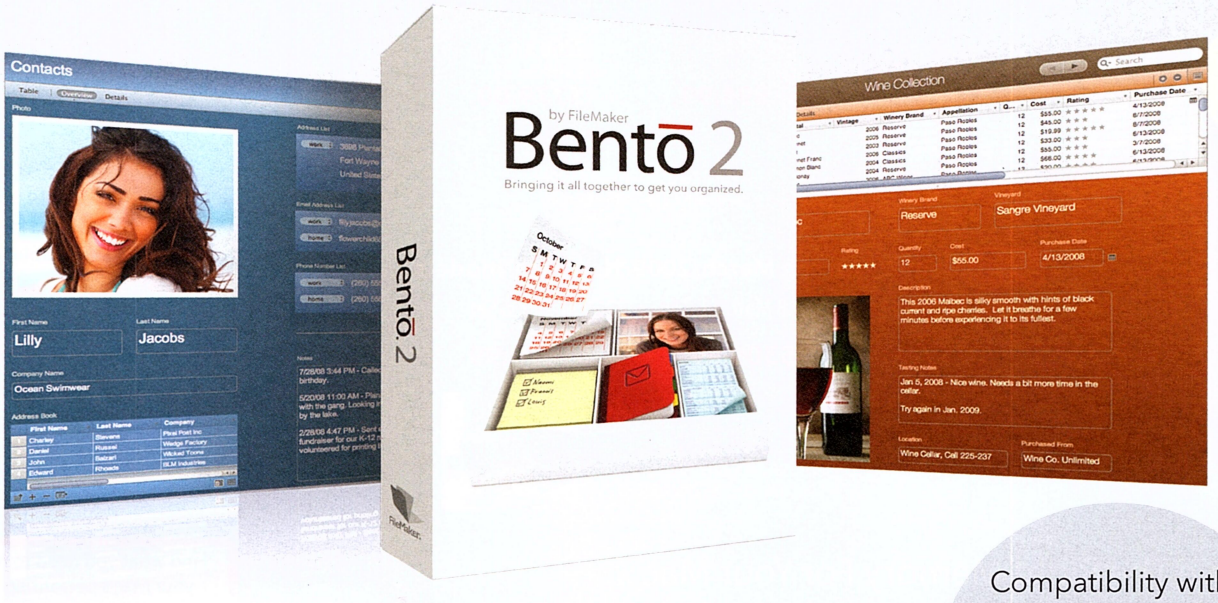
Looking forward!

100% alternative energy source anticipated to be operational Fall 2009.

NewerTech and NewerTech arrow logo are registered trademarks and Voyager and the Newer Technology, Inc. logo are trademarks of Newer Technology, Inc. OWC and OWC logo are registered trademarks and Mercury On-The-Go Pro and Other World Computing are trademarks of Other World Computing. Other marks may be the trademark or registered trademark property of their owners. Prices, specifications, and availability are subject to change without notice.

Meet Bento® 2

The personal database from FileMaker that's as easy to use as a Mac.



All together now.

Compatibility with Bento for iPhone and iPod touch*

**NEW Bento App sold separately through the iTunes App Store*

Bring together Address Book, iCal, Mail, and more!

Now you can organize your important information—from contacts and calendars, to emails and events, to files and photos—all in one place.

The perfect complement to your spreadsheet.

If you're managing lists in Microsoft Excel or iWork Numbers, you can easily bring them into Bento to view your information in beautiful Bento forms, get easy iTunes-style searching, instant sorting, quick summary stats, and much more!

Get organized with style.

Even if you're brand new to the Mac community or to databases, it's never been easier to get organized thanks to ready-to-use templates and elegant themes designed by Mac artists.

Buy Bento at a store near you, or visit www.filemaker.com.au/bentoMac to buy Online - Only AU$79

© 2009 FileMaker, Inc. All rights reserved. FileMaker, the file folder logo, Bento and the Bento logo are registered trademarks of FileMaker, Inc. in the US and other countries. All other trademarks are the property of their respective owners.

FileMaker.

⌘-A

010 Chris Oaten
So long, farewell, adieu.

⌘-V

013 *AMW* readers
Got something to say?

⌘-Y

028 Martin Levins
Prickly policy.

⌘-U

036 Dave Bullard
Earbuds. What a shocker.

⌘-I

038 Danny Gorog
Pocket shooter.

⌘-L

042 Michael Jenkin
Dealing with the cloud.

⌘-Q

078 Mystery writer
Apple, the gatekeeper.

⌘-N

017 **Worldwide Developers Conference**
020 Doncaster Apple Store.
021 Clone war resumes.
022 Java security issue.
023 Mac users and Groups.
024 Off the Net.
026 PROFILE: Dave Sag.

⌘-1

030 **Through the looking glass**
Chris Oaten takes your photography questions to the pros.

⌘-2

040 **Gadget Central**
Ooh, nice. Decent portable power for your gadgets, at last.

⌘-3

044 **Pack up your troubles**
Ted Landau shows you how to be your own Genius Bar genius.

⌘-F

⌘-?

055 Working with Places.
058 Import old contacts into Entourage.
059 Convert GarageBand tracks to electric guitar tracks.
060 Access a Mac when you don't know the password.
061 Switcher sensei looks through fresh windows.

⌘-J

063 ***AMW* lab: Desktop storage**
External hard drives tested
Verbatim Desktop Hard Drive
♦♦♦
Western Digital MyBook Studio
♦♦♦♦
Iomega Prestige Desktop Hard Drive
♦♦♦½
LaCie d2 Quadra
♦♦♦♦½
Seagate FreeAgent Desktop
♦♦♦½

068 **Bento for iPhone**
♦♦♦♦

069 **Apple Time Capsule**
♦♦♦♦

070 **Kogan HD camcorder**
♦♦♦½
Kensington battery/charger
♦♦♦♦

071 **Canon Powershot SX200 IS**
♦♦♦♦

072 **Logitech G series gaming accessories**
♦♦♦♦

074 **Fuji Xerox DocuPrint C1190 FS**
♦♦♦½

Time Capsule

Next Byte is Australia's leading Apple Premium Reseller. Apple is our world and we live to share the latest and greatest in technology, including Time Capsule which automatically backs up everything on your Mac, wirelessly. So you're no longer faced with the nightmare of losing important files, music, photos and other valuable content.

Available in 500GB and 1TB models, Time Capsule has enough space to back-up your world. And, it is also a full featured Wi-Fi base station, which will simplify how you share your broadband internet connection, printer, hard drive and more.

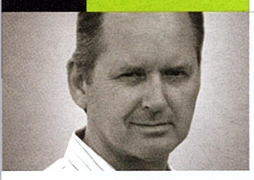
Drop into your local Next Byte store for a Time Capsule demonstration.

The ultimate Apple experience

call: 1300 361 119 **click:** www.nextbyte.com.au

Premium Reseller

next byte®



Chris Oaten maintains an unshakable faith in Apple's genius. No matter what anyone says. Even himself.

Hissyfit over missing fix

It's a shocking truth that Apple has chosen to do nothing for the users of its OS X operating system with regards to a serious security threat. Even more so that the company's inaction on the matter has lasted so long.

If you read Neal Wise's story on page 21 about the Safari vulnerability that allows code to execute via a security hole in Java, you should find the most astonishing facet of the story is that Sun Microsystems (which owns Java) was first notified of the security exploit back in August. Yes, August, 2008. And here we are in June/July of 2009 and, at the time of writing, Apple has still not issued a fix for it, even though it had attended to other known security issues in system updates over the same period.

To demonstrate how easy it is to take advantage of this vulnerability, Neal sent me a link to a page he'd coded with the Java exploit in place. What happened once the applet had loaded was my computer said to me: "Hi Macworld, this is your Java speaking".

For the explanation of how a Java applet can reach deep into my system and enable a speech synthesis action, have a read of Neal's story.

What should concern every reader, and I presume if you're reading this you're a Mac OS X user, is that Apple can act so blithely about this. Imagine if you bought a car that couldn't be locked. You'd want it fixed, right? And you'd be a little unhappy if the dealer told you that the best that could be done was that you jam the door shut.

That's sort of what Apple has done. Its response to this security vulnerability has been to tell users to turn Java off. Oh, really? What a shame that so many pages out there on the intertubes rely on Java. And an even greater shame that the only defence is to turn Mac users into second-class web citizens.

Presumably, Apple is working on a fix, or is it?

Time for some prognostication, which so often is all one is left with when dealing with Apple. It is a company that plays its cards very close to its chest (and no response was forthcoming when I questioned Apple's position on this security threat).

But first, you should understand this is being written a week ahead of the Worldwide Developers Conference keynote presentation, so what I'm about to say will look either very clever or astonishingly stupid by the time it's in your hands.

Ah well, that's the risk you take.

I'm willing to wager that Apple decided it would ignore that pesky Java security nuisance. Why? Because throwing a code monkey or even a team of them at the problem would take too many of its resources away from the really important task at hand – the readying of Snow Leopard in time for the WWDC – that it was deemed not worth it.

What makes the release of Snow Leopard so important, of course, is that it contains a fix for the Java exploit, hence the need to focus their energy on it.

And if that logic sounds kind of flaky, I make no apology. It's no less flaky than the decision to release the hockey puck mouse or to discontinue the G4 Cube.

I love Apple and the products it blesses our existence with, you all should know that by now, but sometimes... well, sometimes the company's decision processes are absolutely confounding. And the delay on dealing with the Java security issue is a prime example.

A fond farewell

This edition will be my last as editor of *Australian Macworld*. It's been a lot of fun bringing you my favourite magazine each month since March (five editions, as it turns out) but I have decided I need to be with my family back in Adelaide.

In choosing to take on the editor's role at Niche, I was required to be in Melbourne and the reasons for me being in situ were sound, so I accepted the role on that basis.

But, you know, as it turns out, I completely underestimated the importance of having family by your side as you try to cope with the demands and stress of, well... just about anything, really. So it's back to the city of churches for me, and a return to the security and comfort of family.

But this is not the end, my friends. I haven't entirely cut ties with *Australian Macworld* and you'll be seeing my byline on the occasional story or review.

My replacement is Dave Bullard, a trusted colleague of some years, and I have every expectation Dave will pick up where I left off, and possibly do an even better job of it. After all, he has the hometown advantage.

Purchase any current Mac with a 1TB Time Capsule

& RECEIVE A BONUS
Bose® Companion® 2 Multimedia Speaker System
OR
Elgato DTT Deluxe w/ GarageSale

Exclusive to Platinum Partners

Only at these resellers.

Coffs Computing
160a Pacific Highway
Coffs Harbour NSW 2450
Ph. 02 6651 5655
Web. www.coffscomputing.com.au

Ideal store
Shop 4, 124 Forest Road
Hurstville NSW 2220
Ph. 02 9570 5411
Web. www.idealstore.com.au

iShop
116a Grafton Street
Cairns QLD 4870
Ph. 07 4051 9966
Web. www.ishopcairns.com

LightForce - Byron Bay
Unit 1, 10 Brigatine Street
Byron Bay NSW 2481
Ph. 02 6685 8796
Web. www.lightforce.com.au

Mac and Me
Shop 3, 364 Barrenjoey Road
Newport Beach NSW 2106
Ph. 02 9999 4763
Web. www.macandme.com.au

Mac Centre
Shops 1 & 4, 241 Commonwealth Street
(Cnr of Foveaux Street)
Surry Hills NSW 2010
Ph. 02 9281 4444
Web. www.maccentre.com.au

Maccentric Chatswood
393 Victoria Avenue
Chatswood NSW 2067
Ph. 02 8440 6888
Web. www.maccentric.com.au

Maccentric Miranda
Shop 3087/8, Westfield Miranda
600 The Kingsway
Miranda NSW 2228
Ph. 02 8440 6888
Web. www.maccentric.com.au

Maccentric Warringah Mall
Shop 130 Warringah Mall
Brookvale NSW 2100
Ph. 02 8440 6888
Web. www.maccentric.com.au

Palaeographics
296 Glenhuntly Road
Elsternwick VIC 3185
Ph. 1800 289 622
Web. www.buymac.com.au

Streetwise
826 Glenferrie Road
Hawthorn VIC 3122
Ph. 03 9818 2100
Web. www.streetwise.com.au

Talk to the Mac
32 Grafton Street
Cairns QLD 4870
Ph. 07 4041 6000
Web. www.talktothemac.com.au

***Terms & conditions:** Valid only while stocks last. Applicable to all current models of MacBook, MacBook Pro, MacBook Air, Mac Mini, iMac and Mac Pro in stock, excludes government and education sales. For a detailed list of eligible part codes visit any of the above participating resellers. Eligible products also include 1TB Time Capsule model no [MB765X/A], Bose® Companion® 2 Series 2 Multimedia Speaker System model no [CPN2II] valued at $149.00 inc GST and a Elgato eyeTV DTT Deluxe with GarageSale model no [1DL108601000-BUNDLE] valued at $199 inc GST. Only available from the stores listed above. Computer and Time Capsule must be purchased at the same time to be eligible for promotion. Limit one per customer only. **Not available in conjunction with any other offer. EO&E. Simms Platinum Partner Logo, copyright Simms International 2009.**

simms platinum partner

Authorised Reseller

TAX | PAYROLL | BAS | SUPER | GST

AOK with the ATO?

Get it right with MYOB

Right now, the last thing a business can afford to do is get their mandatory obligations wrong. Mistakes cost time and money. Who wants problems with the Tax Office?

For more than 20 years businesses have turned to us to help keep them up to date and out of trouble.

And we do more than just accounting. Whether it's business insights and managing customers or retail systems and selling online, we've got new services which help you save time and get it right.

Get up to date today. Call **1300 555 151**, visit **myob.com.au/aok** your MYOB Professional Partner or software retailer.

MYOB®

APM9437-0609

Conexus letter of the month

Each month, Conexus is giving a prize to the *Australian Macworld* reader who submits what we deem to be the most interesting letter. This month, the prize is an Enki iPWR battery pack. This is a high-capacity, lithium-polymer rechargeable battery for iPhone 3G, Touch2, and iPod. Enki's iPWR battery pack is the solution for extending the battery life of your device by recharging it up to 1.8 times. The iPWR is a large-capacity battery of 1800mAh/3.7V, yet is a palm-size battery with the ability to handle the demanding power of video playback and communications. The iPWR is a product certified by Apple and carries both the "Made for iPod" and "Works with iPhone" endorsements.

Letters should be emailed to amweditor@niche.com.au with a subject header of "Command – V" or by post to *Australian Macworld* Mailbox, 170 Dorcas Street, South Melbourne, Victoria 3205. Letters of fewer than 200 words are given preference. Comments posted to the forums on www.macworld.com.au are also eligible for the prize. We reserve the right to edit letters and probably will. To be eligible for the prize, you must include your full name and address, including state or territory.

Let me offer a somewhat less than technical view of Macs and *Australian Macworld*.
I have been a reader of Macworld for several years, on and off. I don't have an iPhone or even an iPod. Most of the articles in *Australian Macworld* hold only passing interest for me. If there was a dark side to Macs, I would be the dark side of the dark side. I certainly don't pretend to be a computer wizard. So why do I bother with *Australian Macworld*?
Well, it's like this, at a time when I really needed a bit of technology, *Australian Macworld* printed an article about LaTeX. This is just one example among several that have greatly improved my use of Macs and my productivity. Every one of these timely articles was worth every penny spent on my subscription.
Not interested in iPhones or iPods? Well, neither am I. But, and this is important, somebody is going to be pleased as punch to have found a solution to a problem they have.
I use a Mac because I like quality of workmanship. I subscribe to *Australian Macworld* because from a 12-month subscription I may find an article that solves a problem in my business. I might find two or three. Chris Oaten and *Australian Macworld* are correct in the position expressed in, "The iPhone Stays. OK?" (June, 2009).
And as for the magic Mac tablet computer, well it had better be able to take voice dictation, have a camera for still pics and movies and if Steve Jobs wants good sales figures in Oz it should pour beer and play gramophone records as well.
George L Ghio
Bealiba

Thanks for your support, George. I know there are many other subscribers who feel the same way. — CO

Going dotty

Just the other day I bought my new 24in iMac 2.66GHz in standard configuration, with Applecare, and well I think I might just be coming over with a case of obsessive cleaning disorder.
I've tried every spray and every cloth. I blame the glossy screen. Constantly, there are marks all over the screen and there's one that's driving me nuts that's actually under the glass panel and this may sound odd but its a common problem.
After doing some research it's most likely the fan pushing dust in behind the screen and I can't do any thing about it because then I would have voided my Applecare and, might I add, the $260 extra I paid for the extended warranty. Some people after six months have dots all over their screen so I've decided to play the waiting game for two months and then call Apple and see what they can do. Apart from that, I've found I love my Mac.
Aaron, via email

That does sound infuriating. I remember a stuck pixel in my G4 Powerbook. It was an itch I couldn't scratch. Anybody else experienced the same problem plaguing Aaron? Please tell us about it. — CO

On the other hand...

I don't want to become embroiled in an argument about *AMW's* content choice and I do believe that your position, "The iPhone stays, OK?" (June, 2009) is fundamentally sound.
However, it is a question of degree. In the June edition I found not just stories on the iPhone but just about every third-party peripheral that could possibly hang off a Mac. Some interesting to me, others not. Aside from the ads I could find very little to do with what I suspect many buy the magazine for, the Mac itself.
Of course, there is a place for these items in *AMW* but maybe, just maybe, they are given too much space, too often.
Michael Maher
Via email

You are of course, quite right, Michael, balance is key. We like to think that over the course of a given year, AMW *gets that balance right. — CO*

TERMS AND CONDITIONS. Conexus letter of the month 1. Instructions on how to enter form part of these conditions of entry. 2. To enter send tips or queries to amweditor@niche.com.au with a subject header of "Command – V". Entries will be judged by the editorial staff of *Australian Macworld*. The judges' decision in relation to any aspect of the competition is final and binding on every person who enters. No correspondence will be entered into. Chance plays no part in determining the winner(s). Each entry will be individually judged based on its degree of interest. 4. Employees, their immediate families and agencies associated with this competition are not permitted to enter. 5. The Promoter accepts no responsibility for late or misdirected entries. 6. The best entry/entries as determined by the judges will win the prize(s). 7. The Promoter is neither responsible nor liable for any change in the value of the prize occurring between the publish date and the date the prize(s) is claimed. 8. The prize(s) is not transferable and will not be exchanged for cash. 9. The winner(s) will be notified by mail. 10. All entries become the property of the Promoter. 11. The collection, use and disclosure of personal information provided in connection with this competition is governed by the Privacy Notice 12. The Promoter is Niche Media Pty Ltd of 170 Dorcas Street, South Melbourne, Victoria 3205 Ph 03 9948 4900, (ABN 13 064 613 529).

Confirmation

I noticed the article referring to the gentleman's difficulty with the mini-jack plug on his MacBook Pro. I have a new 15in MacBook Pro and have found that the description of his problem is accurate.
I have the same problem, whereby the mini-jack plug only requires a small amount of pressure to be applied to it, (i.e. slightly pulled out from the socket), thus causing the sound to switch from external speakers back to the onboard speakers.
My way of resolving this lack of a secure connection/snug fit is to make sure the plug stays firmly in place and to isolate the cord from any movement.
I have noticed this problem with other audio device sockets from years of audio/visual experience, and don't really consider it a major issue. I used to pull the device apart and compress/bend the terminals in the socket to produce a tighter fit.
Over the years, I've noticed that there are slight design differences between the different companies that make these sorts of plugs. They're not all exactly the same, so my best advice for the gentleman is to make sure that the cable is not moved while it's plugged in, simple as that.
David Bodycomb
via email

Thanks for the confirmation on the audio jack issue. Anyone else? — CO

Mac Trials

Queensland Teachers' Credit Union has just launched a new security system for online users. As a first time user of the new system I had to enter my old password via a floating keypad, which was a good idea and introduced some time ago, and then change it, and add a second one. However, before I could change the old one, I had to agree to the Terms and Conditions: pressed "I accept", but nothing happened. Rang the Help Line and a consultant told me that the new system didn't work with Safari. I have been using Safari to access my account for many years.
She consulted a colleague who allegedly used a Mac, and he said I should download Safari Version 8! Otherwise, I should change browser and use Firefox. QTCU had the same problem many years ago when they first went online, and here we are in 2009 with the same situation.
One would think that their IT Department was aware that people use multiple browsers, and indeed Safari is available for PC users, and would have put their system through a rigorous testing program before launching it, particularly after the same mess occurred a few years ago. Then again, perhaps the staff think we all use Windows 98 and Internet Explorer?
Geoff Cutts
via email

My guess would be that cost controls are so tight that some things, such as thoroughly checking cross-platform browser compatibility, fall to the bottom of the to-do list. But, like I said, I'm just guessing. Anyone at the QTCU got something to say about this? — CO

AUSTRALIAN Macworld
July 2009 / Issue No. 137

Publisher
Niche Media
Associate Publisher
Nick Harris
nick.harris@niche.com.au
03 9948 4976
Editor
Chris Oaten
chris.oaten@niche.com.au
Business Development Manager
Liana Pappas
liana.pappas@niche.com.au
03 9948 4974
Designer
Hannah Ogilvie
hannah.ogilvie@niche.com.au
Production Coordinator
Alison Copley
alison.copley@niche.com.au
Prepress
Emma Meagher
emma.meagher@niche.com.au
IT Manager
Joel Robertson
joel.robertson@niche.com.au

(niche):

Australian Macworld
is a publication of Niche Media Pty Ltd
ABN 13 064 613 529
170 Dorcas Street,
South Melbourne, Victoria 3205
Tel: 03 9948 4900 / Fax: 03 9948 4999

Chairman and Publisher
Nicholas Dower
Managing Director
Paul Lidgerwood
Financial Controller
Sonia Jurista
Studio Design Manager
Keely Atkins
keely.atkins@niche.com.au
Subscription Inquiries
Free Call: 1800 804 160
subscriptions@niche.com.au
CTP/Print
Bluestar print - Australia
03 8514 6000
ISSN 1329-9484

Digital Library Images supplied by PhotoDisc (www.photodisc.com) Australian Macworld has reprint rights to Macworld, a Mac Publishing LLC title. Material appearing in Australian Macworld is copyright and reproduction in whole or in part without express permission from the publishers will result in litigation. Australian Macworld is published under licence from Mac Publishing LLC, San Francisco, California. Editorial items appearing in Australian Macworld that were originally published in the US edition of Macworld are the copyright property of Mac Publishing LLC, which reserves all rights. Copyright ©2004 Mac Publishing LLC. Macworld is a trademark of Mac Publishing LLC. Products presented in Gadget Central are included for information purposes only and carry no endorsement from Australian Macworld's editorial team. This issue of Australian Macworld may contain offers, competitions, surveys, subscription offers and premiums that, if you choose to participate, require you to provide information about yourself. If you provide information about yourself to NICHE MEDIA, NICHE MEDIA will use the information to provide you with the products or services you have requested (such as subscriptions). We may also provide this information to contractors who provide the products and services on our behalf (such as mail houses and suppliers of subscriber premiums and promotional prizes). We do not sell your information to third parties under any circumstances, however the suppliers of some of these products and services may retain the information we provide for future activities of their own, including direct marketing. NICHE MEDIA will also retain your information and use it to inform you of other NICHE MEDIA promotions and publications from time to time. If you would like to know what information NICHE MEDIA holds about you please contact:
The Privacy Officer, NICHE MEDIA PTY LTD, 170 Dorcas Street, South Melbourne, Victoria 3205.

COMING TO AUSTRALIAN MACWORLD

Data recovery. Just what does it take to recover data from a "dead" hard drive? *AMW* reveals the skills of this specialist service.
Lab test. Large displays. Few devices are more fundamental to computer users' needs than a quality display. We test large displays with high-definition resolution.

To advertise. Call Liana Pappas 03 9948 4974.
To subscribe. Free-call 1800 804 160.

COMING TO DESKTOP

Quark Wars. Quark used to own desktop publishing. Theny they dropped the ball. We ask Quark and Adobe what happened and where it will lead.
My way. We talk to some of the best freelancers in the business to find out why it is sometimes better to go your own way.

To advertise. Call Chantelle Ford 03 9948 4984.
To subscribe. Free-call 1800 804 160.

Easy. Fast. Powerful.

Get the complete essentials to run Windows on a Mac – including $300 in premium software.

With Parallels Desktop® 4.0 for Mac you can:

- Protect and manage Windows with the finest Internet security, data protection and disk management software available – a $300 premium value.
- Run Windows up to 50% faster with an updated virtualization engine.
- Optimize performance as you move between Windows and Mac with an adaptive hypervisor.
- Extend your Mac's battery life by up to 20% with virtual machine power management.
- Set USB device preferences and share removable storage between Windows and Mac with SmartX Technologies.
- Virtualize Mac OS X Server, Linux and various versions of Windows – including Windows 7 Beta.

PC World 25 MOST INNOVATIVE PRODUCTS

InfoWorld 2009 TECHNOLOGY OF THE YEAR AWARDS

PC WORLD 100 BEST PRODUCTS of 2007

Want to run Windows on a Mac without rebooting? Then look no further than Parallels Desktop® 4.0 for Mac. With over 50+ groundbreaking features and capabilities than previous versions, it's no wonder it was recently named Best Desktop Virtualization for Mac in InfoWorld's 2009 Technology of the Year awards. Trusted by over 1,500,000 users worldwide, Parallels Desktop® 4.0 for Mac is the best selling, top rated and most trusted Mac system utility available.

Worried about security and backups? Need better Windows and Mac OS X integration? Want the ability to run PC games and 3D software? Only Parallels Desktop® 4.0 for Mac gives you everything you need to run Windows on a Mac.

CONEXUS Australian Distributor ph.02 99750900 **www.conexus.com.au**

Parallels™ Optimized Computing

Check out the demo and download a FREE fully-functional 15-day trial today at **www.parallels.com**

Website – www.parallels.com

DIGITAL CAMERA WAREHOUSE

AUTHORISED AUSTRALIAN RESELLER FOR:

Canon advanced simplicity
FUJIFILM
JVC The Perfect Experience
Nikon
OLYMPUS
RICOH
PENTAX
SIGMA
TAMRON
PROTECTION IN ACTION CAMERA ARMOR
JOBY gorillapod Get the perfect picture!
Lowepro
Manfrotto
SanDisk STORE YOUR WORLD IN OURS
SONY
SANYO
SLIK
Velbon

TOLL FREE: 1300 365 220

WEBSITE: www.digitalcamerawarehouse.com.au

MELBOURNE: 367 High Street, Northcote VIC 3070

SYDNEY: 174 Canterbury Road, Canterbury NSW 2193

WWDC's one more bling

[WWDC]

For those closely following the lead-up to Apple's Worldwide Developers Conference in San Francisco on June 9 there were no big surprises to the keynote address. No "one more thing". But the news was still worth getting up early for, with Apple's Phil Schiller and team revealing some exciting developments in the pipeline.

The only element of the keynote that did rate as a surprise was the announcement of an update to the MacBook Pro line, which now includes a 13in model with a FireWire 800 port and an entry-level model priced at $1899.

The inclusion of this model with its FireWire port and sub-$2000 pricing represents a capitulation on Apple's part to the uproar met by its abandonment of FireWire in the consumer-grade MacBooks.

But the new line-up offers much more. The new 13in MacBook Pro is a significant upgrade at a lower price than the original aluminium MacBook it replaces.

It includes a seven-hour built-in battery, an SD card slot, a FireWire 800 port, an illuminated keyboard and an improved LED-backlit display with 60 per cent greater colour gamut.

It features NVIDIA's GeForce 9400M integrated graphics processor and is available in two models - one with a 2.26GHz Intel Core 2 Duo, 2GB of RAM and a 160GB hard drive priced at $1899, and another with a 2.53GHz system, 4GB of RAM and a 250GB hard drive priced $2399.

The 15in and 17in models also get a speed bump. The 15in MacBook Pro now has three configurations, all of which include a seven-hour built-in battery, an SD card slot, an improved LED-backlit display with 60 per cent greater colour gamut and 4GB of RAM across the line at an entry price $500 less than the model it replaces.

The three models are: a 2.53GHz system with a 250GB hard drive and NVIDIA GeForce 9400M graphics card priced at $2699; a 2.66GHz system with a 320GB hard drive, NVIDIA GeForce 9400M and 9600M GT graphics cards for $3199; and a 2.8Ghz system with a 500GB hard drive, and NVIDIA GeForce 9400M and 9600M GT graphics for $3699.

The 17in MacBook Pro features an eight-hour built-in battery, an ExpressCard slot, an LED-backlit display, 4GB of RAM and NVIDIA GeForce 9400M and 9600M GT graphics cards, and has been updated with a 2.8GHz processor and a larger 500GB hard drive for $3999 - $500 less than the model it replaces.

The new MacBooks are now available and, up until 26 December, anyone buying any new Mac system purchased without Snow Leopard will be eligible for an upgrade to Snow Leopard for $14.95.

Otherwise, the announcements were very much as expected, with dates provided for the release of iPhone 3.0, Snow Leopard and Snow Leopard Server operating systems, plus the new iPhone 3GS, which brings the kind of bling the iPhone needs in order to compete with new entrants in the field, such as Palm's Pre.

[WWDC]

Australian users of Apple's iPhone 3G will be able to upgrade via iTunes to v3.0 of the smartphone's operating system from 26 June, so as this edition of *Australian Macworld* hits the streets, expect some blanket media coverage of the OS's new features, which include MMS, text field autofill, support for HTTP streaming of audio and video, tethering (using your phone as a wireless modem for your laptop) and Find my iPhone, a compelling feature restricted to users with a MobileMe subscription.

If you lose or misplace your phone, you can log in to MobileMe and Find my iPhone will help you track your phone. This is achieved by sending a message to the phone, which plays a constant alert (whether or not you left it in silent mode) and this can help you find it.

But closer to the heart of every Mac OS X user was the confirmation of Snow Leopard's availability from September as a paid upgrade. At the time of writing, details were yet to be announced on Australian pricing, but at the keynote OS 10.6 was given a US$29 price as an upgrade for existing users of OS 10.5 Leopard.

Many of the expected improvements (and some perhaps not so expected) to Snow Leopard were touted at the WWDC keynote and all will be a welcome addition to the Mac user experience.

An important new feature for Mac users working within a mixed corporate computing environment is Snow Leopard's out-of-the-box support for Microsoft Exchange Server 2007, with functionality for the ubiquitous enterprise software built into Mail, Address Book and iCal. Many pundits were expecting Apple to try and extend its reach into the business market with Snow Leopard, and Exchange Server support is an important step in doing so.

QuickTime will get an overhaul in Snow Leopard with QuickTime X (v10) providing some welcome improvements. These include playback controls superimposed on video and support for sharing to YouTube, MobileMe, or iTunes (for export to playback on iPhone).

Bertrand Serlet, Apple's senior vice president of software engineering, explained that in creating Snow Leopard, Apple engineers focused on perfecting the existing Leopard operating system, refining 90 per cent of the more than 1000 projects in Mac OS X, as opposed to introducing new features.

He said that users will notice a more responsive Finder, which finally has been re-written in Cocoa, and that overall the user experience will be much improved.

Among the improvements he outlined were Mail, which loads messages 85 per cent faster and conducts searches up to 90 per cent faster; Time Machine is faster, with a speedier initial backup; the Dock will feature Exposé integration, in which a user can click and hold an app's icon to see all its open windows; and a 64-bit version of Safari 4 boosts the performance of the Nitro JavaScript engine by up to 50 per cent and is resistant to crashes caused by plug-ins.

Another aspect of Snow Leopard that should be appreciated by users is its install footprint, which is half the size of the previous version, able to free up 6GB of drive space once installed.

Serlet also said that, for the first time, system applications including Finder, Mail, iCal, iChat and Safari are 64-bit and Snow Leopard's support for 64-bit processors makes use of large amounts of RAM, increases performance, and improves security while remaining compatible with 32-bit applications.

A much-touted feature, Grand Central Dispatch (GCD), will provide a "revolutionary" new way for software to take advantage of multicore processors. GCD is integrated throughout Snow Leopard and with OpenCL developers are able to tap the incredible power of the graphics processing unit for tasks that go beyond graphics.

What this means to existing users is that an upgrade to Snow Leopard will be like buying a new Mac, with across-the-board improvements in speed and stability providing a welcome shot in the arm to their existing hardware. It will be interesting to see how this affects sales of Mac hardware.

Also given a strong focus at the keynote was the release of Safari 4, which had been available since February as a beta version.

The full version, with a free download made available on the same day as the keynote, boasts a swag of features including HTML 5 support for offline technologies and support for advanced CSS Effects. This enables an entirely new class of web applications that feature rich media, graphics and fonts.

Safari 4 includes Top Sites, for a visual preview of frequently visited and favourite pages; a full history search for searching through titles, web addresses and the complete text of recently viewed pages; and Cover Flow, to easily flip through web history or bookmarks.

Other features include Smart Address Fields for automatically completing web addresses from a list of suggestions; Search Fields, to fine-tune searches with recommendations from Google Suggest or a list of recent searches; and Full Page Zoom, for a closer look at any website without degrading the quality of the site's layout.

Schiller boasted that Safari 4 is the first browser to pass the Web Standards Project's Acid3 test, which examines how well a browser adheres to CSS, JavaScript, XML and SVG standards that are specifically designed for dynamic web applications. — *Chris Oaten*

— Australian Macworld readers can expect an in-depth preview of Snow Leopard in next month's edition.

New iPhone ups the ante

[WWDC]

It was an even-odds bet that Apple would unveil an upgraded iPhone at the Worldwide Developers Conference. Among racing types, the announcement of the iPhone 3G S - that's S for Speed - was what is known as a "dead-cert".

Yet while the new phone's introduction came as no surprise, its new features and capabilities had the gathered developers excited about the possibilities for application development that the new hardware brings to the table.

The most significant new features of the 3G S are longer battery life, a high-quality 3-megapixel autofocus camera, video recording, and hands-free voice control.

It will be on the market in Australia after this edition goes to print but at the time of writing pricing for the new phone, which will be offered in 16GB and 32GB models, was not available. Its release date coincided with the availability of the iPhone 3.0 OS, which of course is included with the iPhone 3G S. The iPhone 3G will continue to be offered but only as an 8GB model.

Apple boasts the iPhone 3G S offers "incredible speed and performance, on average up to twice as fast as iPhone 3G". It renders web pages quicker and launches applications faster, and the 3G S takes advantage of the OpenGL ES 2.0 standard for high-quality 3D graphics, making mobile gaming and other graphics-intensive applications better than ever. But what will be most welcomed by users is the improved battery life of the 3G S and its support for 7.2 Mbps HSDPA.

The new camera in the 3G S adjusts focus, exposure, colour and contrast for the best possible image and includes an automatic macro focus for capturing extra-close-up shots. There is a "tap to focus" feature, presumably similar to the method used in Sony's compact cameras, in which you touch the display to select an object or area of interest and the camera automatically re-adjusts focus and exposure.

Also impressive is the ability to record video clips and edit them on the phone itself using simple start-and-stop point trimming, and with iPhone 3G S you can send photos and video by email or MMS and post them to MobileMe or YouTube.

Other new features are:

Voice control. This offers handsfree operation for both iPhone and iPod functions by speaking appropriate commands into the microphone or headset microphone to dial by name or number.

Digital compass. The Compass app shows you which way you are headed and rotates as you change direction. You can orient yourself to true north or magnetic north, and iPhone's built-in GPS automatically displays the coordinates of your current location.

Accessibility. A screen reader speaks what appears on the iPhone 3G S display, enabling visually impaired users to make calls, read email, browse web pages, play music and run applications.

Built-in Nike + iPod support. Users simply place the optional Nike + iPod sensor in their Nike + shoe to seamlessly connect with iPhone 3G S to track miles run or sync with the latest-generation gym equipment.

— The August edition of Australian Macworld *will feature a closer look at iPhone 3G S.*

AUSTRALIAN MACWORLD
PODCASTING FORTNIGHTLY

Messages from the magazine and online editors, the "beer o'clock" gabfest with IT writers, user tips from our Filemaker training specialist, and more.

Go to **www.macworld.com.au/podcasts**

Sponsored by

AUSTRALIAN Macworld

FileMaker®

30224_1

[APPLE OPENING]

Australian Macworld first in at Doncaster

About 1000 people were queued along two staging sections in the Doncaster Shopping Centre mall in suburban Melbourne on 23 May for the opening of the Apple Store Doncaster, but it was *Australian Macworld* contributor Anthony Caruana who scored the first cha-ching of the store's cash register.

Well, it would go cha-ching if it were a real cash register. I'm not sure how to spell the sound that describes the motion of a credit card sliding through an electronic transaction reader.

The purchase in question was a Kensington iPhone car mount and Anthony had a slight advantage over the gathered Macolytes as he was part of the media throng allowed into the store at 8am for a media preview. The public lining up for the store opening had to wait until 9am for their turn.

The possibility that a second store opening in Melbourne could be received as passé were put to rest with an attendance that most retailers could only dream of drumming up, with 4000 visiting the store on its first day of trading.

Apple Store staff put on their usual turn of affairs, running victory laps through the store and concourse and cheering through groups of fresh visitors as each wave of Mac fans were summoned through the human turnstile formed by store staff.

And among the gathering were those whose dedication should not pass without mention, such as the Taggart family – Sean, Rochelle, Amelia and Sienna – who were near the head of the queue, as they were for the Sydney store opening.

Young Jeremy Dermitrage and his family were also there, with Jeremy carrying his FrankenMac in to borrow some download bandwidth off the store's Airport network. His FrankenMac is an iBook that Jeremy's father helped him cobble together with spare parts.

And, of course, there was Andrew Holmes and his mates, whose audacious effort to be the first through the store doors involved camping out overnight. I am told they caused quite a ruction with the shopping centre cleaners, who refused to go about their job until David's posse left the building, which they did for an hour or so, and promptly returned to stay the rest of the night.

Andrew and friends, *Australian Macworld* salutes you.

Following the opening of the Doncaster store came the revelation, via advertisements for staff, that Apple was preparing to open a sixth Australian store at Chermside Shopping Centre in suburban Brisbane.

This follows the opening ahead of the Doncaster store of an official Apple outlet at Robina, in Queensland's Gold Coast area.

That would take care of the eastern seaboard, although a flagship store in Melbourne and Brisbane CBDs would seem a logical next step for Apple.

The call has gone up in South Australia and Western Australia for their own Apple Stores.

We have a sneaking suspicion those west of the border may just get their wishes. — *Chris Oaten*

First in, best dressed? *Australian Macworld* contributor Anthony Caruana scored the first sale of the day at the Doncaster Apple Store opening.

The Genius Bar swung into action only moments after doors were opened and with 4000 visitors on opening day were kept busy dealing with users' hardware issues.

Clone war resumes

You'd think that Apple's legal issues with Psystar over the sale of generic hardware running Mac OS X along with the clone-maker's subsequent bankruptcy filing would have scared off any other company from picking up that business model.

Of course, you might also think that "Bing" is a great name for a search engine. But I digress.

Psystar's woes haven't discouraged newcomer Quo Computer. Not only does the ambitious US company plan to start selling Mac clones from June 1, it plans to do so from its very own bricks-and-mortar store in the Los Angeles area, as well as offering them for sale over the Internet.

Quo plans to offer three distinct models at launch and, while pricing and specs weren't available at the time of writing, the company's founder, Rashantha De Silva, suggests the machines' pricing will start at under $US900 ($A1125).

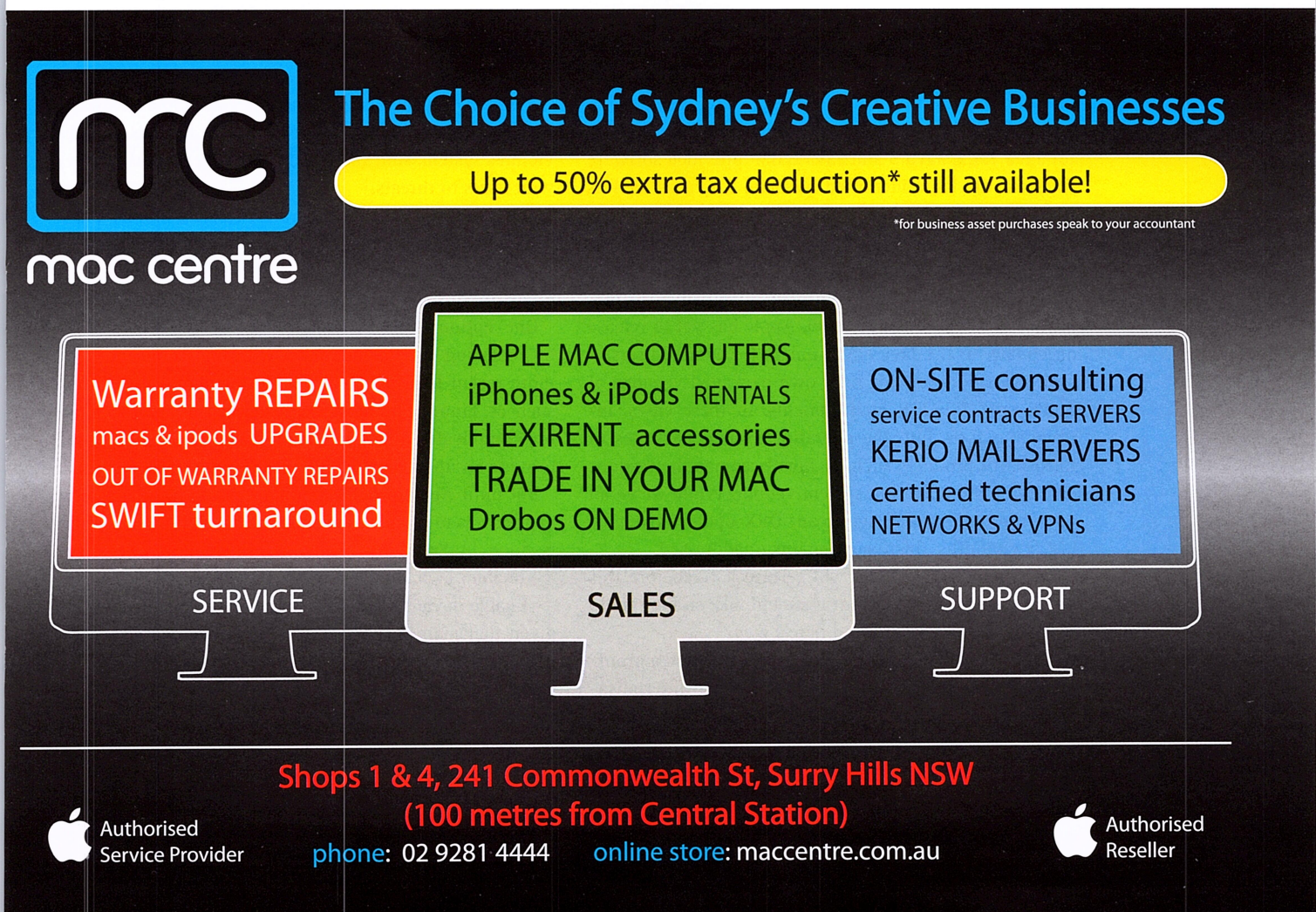
As to the issue of legality, De Silva says: "Apple probably will sue us. There are others doing this, but we have a different attitude. There are thousands of people in the 'Hackintosh' market, but many of them are creating bad products. I don't think anyone can win in that environment."

De Silva said that Quo will focus on making quality products and producing excellent customer service.

Of course, that sidesteps the real issue. In the Psystar case, Apple alleged that the clone-maker was violating Apple's End User License Agreement (EULA), and the same could be said for Quo.

However, the company will reputedly make customers agree to the license when they purchase.

Competing on quality seems like a losing proposition for Quo, given that Apple has always focused on quality itself, and the people who typically flock to clones are interested in one thing - lower pricing. If the price advantage over Apple's own machines is only slim, it seems likely that many will opt to stick with the genuine article. And great customer service is well and good, but it's not much help if a company gets sued out of existence. Quo certainly seems up against the odds, facing a company that will play hard ball.



Hotlinks

http://cve.mitre.org
Common Vulnerabilities and Exposures

Proof-of-concept reveals Java vulnerability

In early August 2008, security researcher Sami Koivu notified Sun Microsystems of a flaw affecting several releases of Sun's Java Runtime Environment (JRE). The issue was with a Java function called calendar deserialisation that permits system-level execution through substituting alternate Java ClassLoader components whose privilege controls are in the hands of the attacker.

The issue permits remote loading and execution of Java classes that use functions not normally permitted to be instantiated in an applet. Effectively, this permits execution outside of the "sandbox" that Java attempts to enforce between local resource access and applet execution. Most significantly, this included the ability to remotely specify direct execution of binary code on the client system subverting normal controls.

The Common Vulnerabilities and Exposures designation for the issue identified by Koivu was CVE-2008-5353. The issue was noted to affect many platforms (Windows, Solaris, Linux and OSX among them).

For users, this threat is potentially exposed through local applications which are Java-based or through web browser plug-in support of Java applets on websites.

In December 2008, Sun released patches for JDK/JREs for Java 1.4.x, Java 5 and Java 6 that provided software fixes for the issue identified by Sami Koivu as well as fixes for other issues.

Most vendors who bundle Sun Java JDK/JREs with their operating systems released fixes incorporating Sun's patches within a few months of the advisory but, as of this writing in June 2009, Apple has yet to release an update for the Java environment for general users.

Most vendors provide their own packaged versions of Sun's Java JRE/JDK environments. In these cases, introducing fixes into the operating system packages of third-party products such as Java becomes the responsibility of the operating system vendor. While we've all gone through several significant OSX updates over the last few months, this issue remains unaddressed.

It's possible that Apple will release a fix before this article goes to print but that it should take so long to do so remains inexcusable, and here's why.

In late May, developer Landon Fuller released a proof-of-concept implementation of the calendar deserialisation issue. His proof-of-concept's Exec.class contains the instruction to have an operating system function speak the phrase "I am executing an innocuous user process".

This illustrated the ability to use the Java calendar deserialisation flaw to execute code remotely on OSX by calling the say utility (/usr/bin/say). The say utility uses the OS X Speech functionality also featured in VoiceOver Utility and TextEdit's Speech functionality.

But what if the Java applet the user loaded wasn't an innocuous user process?

Disclosure of this kind is sometimes a controversial issue in security research. Some are of the opinion that discussing attacks in detail and providing proof-of-concept implementations of threats arms the attackers more than informing the potential victims.

This isn't a new issue, however, and given the local trust model on OS X (and a heavy dependency on sudo for privileged execution) it would not take much to call a few key UNIX utilities for easy privilege escalation to root.

Some of the motivation for the public proof-of-concept (and proving the threat was real) was the inaction of vendors such as Apple in providing its users with fixes in a timely manner.

Java support is enabled in web browsers by default. If the underlying Java environment is vulnerable to attack then a remote attacker can execute local code on the victim's system. And six months is a long time to expose your users to threats.

The proof-of-concept deliberately chose a simple, non-privileged illustration of the threat but more damaging implementations are likely to exist. And users only have a few options to protect themselves against this issue.

One option is to attempt to fix the issue manually by replacing the Calendar.java with one from another, more recent (and patched) release for another platform such as Linux. For most OS X users this approach is too complicated and Apple really has a responsibility to provide an updated Java JRE/JDK.

But until Apple provides an appropriate fix, the safest approach is to disable Java support in web browsers. This is done in Safari by changing Preferences-> Security -> Enable Java. In Firefox -> Preferences -> Content -> Enable Java. This is an impractical recommendation given that many of us use Java-based web applications daily but, until you see a Software Update from Apple which mentions fixing CVE-2008-5353, using Java from un-trusted web sites should be avoided.

— Neal Wise breaks stuff for a living while serving as director at Melbourne IT security consultancy Assurance.com.au. Neal has been a Mac user since 1988 and an Apple user since 1981.

MUG activities: July

Wed 1
Toowoomba Apple & Macintosh user group [QLD]
www.taamug.org.au
Club Mac Inc [NSW]
www.clubmac.org.au
Thu 2
Hervey Bay Mac Users Group [QLD]
www.hbmug.com
Fri 3
South Australian Apple Users' Club [SA]
www.saauc.org.au
Sat 4
AUSOM Incorporated [VIC]
www.ausom.net.au
Mon 6
Southern Highlands Computer Users' Group (SHCUG) [NSW]
www.shcug.org.au
AMUG Sydney [NSW]
homepage.mac.com/sydamug
Gold Coast Macintosh User Group [QLD]
http://goldcoastmacusers.googlepages.com
Tue 7
Macintosh Multimedia Group [VIC]
www.ausom.net.au & www.imug.com.au
MacTalk Hunter [NSW]
www.mactalkhunter.org.au
Wed 8
South Australian Apple Users' Club [SA]
www.saauc.org.au
AUSOM Retirees and Others [VIC]
www.ausom.net.au
Club Mac Inc [NSW]
www.clubmac.org.au
Coffs Mac Users Group [NSW]
groups.yahoo.com/group coffs_mac_users
Sat 11
AMUG Sydney [NSW]
homepage.mac.com/sydamug
Mon 13
Southern Highlands Computer Users' Group (SHCUG) [NSW]
www.shcug.org.au
Tue 14
Bellarine Mac User Group [VIC]
www.bellarinemac.org.au
Sun 19
Apple-Q Inc. [QLD]
www.apple-q.org.au
Mon 20
Southern Highlands Computer Users' Group (SHCUG) [NSW]
www.shcug.org.au
Tue 21
Byron Shire Mac User Group [NSW]
bsmug.ozshop.net
Thu 23
Central Victorian Macintosh Users Inc. [VIC]
www.cvmu.net
Mon 27
Southern Highlands Computer Users' Group (SHCUG) [NSW]
www.shcug.org.au
Tue 28
Internet Macintosh User Group (IMUG) [VIC]
www.imug.com.au

— List compiled by Nicholas Pyers

Needs NoteBook. **Has NoteBook.**

Stickies, scraps of paper, web clippings, meeting notes, reminders — take control of it all with Circus Ponies NoteBook, the award-winning application for managing information. Get organized using a familiar notebook interface, with pages and tabs, sections and subsections. "Clip" web research, e-mails and other content to your Notebooks for later reference. Create voice-annotated notes and review them from your computer or iPod. Diagram and sketch when words won't suffice. Find anything instantly using NoteBook's patented Multidex™. Share your Notebooks as PDFs or as websites. And much more. NoteBook has everything you need to get organized.

Download NoteBook right now and try it for yourself, **FREE** for 30 days.
www.circusponies.com/trialmwau

CIRCUS PONIES™ NoteBook

© 2009 Circus Ponies Software, Inc. All rights reserved. Circus Ponies, NoteBook, the NoteBook logo, and Multidex are trademarks of Circus Ponies Software, Inc. All other trademark are the property of their respective owners.

Apple Store mac centric next byte PICA australia Streetwise.com.au

Hotlinks

The System Maid is available on CD for $10 from participating Apple User Groups, including:
http://homepage.mac.com/sydamug/index.html
AMUG Sydney
www.ausom.net.au/discofthemonth
AUSOM Incorporated
www.beaut.org.au/tips.html
BEAUT
www.bsmug.ozshop.net
Byron Shire Mac User Group
www.cvmu.net
Central Victorian Macintosh Users Inc
groups.yahoo.com/group/coffs_mac_users
Coffs Harbour Mac Users Group
www.gmug.org.au
Geraldton Macintosh User Group
goin.to/gcusers
Gold Coast Apple Users Group
www.mactalkhunter.org.au
MacTalk Hunter
www.saauc.org.au
South Australian Apple Users Club
Many User Groups allow you to purchase the Discs of the Month from their meetings — often at a discount; or to order via the web, postal mail, fax or telephone.

System Maid

A collection of more than 50 utilities that help improve and maintain peak performance of your Mac by providing data backup, data recovery and system customisation tools.

AlienDestroyer: Destroy/Shred/Erase your sensitive data forever with a simple click of a button. *Shareware*
Amnesia: Remove logs, caches, application support files, preferences, crash reports and other application specific files. *Shareware*
AppCleaner: Cleans out files from old applications. *Freeware*
AppDelete: Delete the application you choose and any associated items (files and folders) that belong to that application. *Shareware*
Back-In-Time: Offers an easy access to all data that was backed up by Time Machine. *Shareware*
BlueHarvest: Removes peksy hidden files and folders such as the ".DS_Store" & ".Trashes" files from removable disks. *Shareware*
Boomerang Data Recovery Software: Recover lost data from numerous types of situations including damaged or unmountable drives, deleted files and even RAID volumes. *Shareware*
CameraSalvage: Retrieve photos from corrupt or formatted digital camera media. *Shareware*
Carbon Copy Cloner: Provides an interface designed to make the cloning and backup procedure intuitive. *Shareware*
CleanApp: Analyses, archives and removes old applications found on your Mac. *Shareware*
Cocktail: Maintenance tools and interface tweaks, all accessible via a graphical interface. *Shareware*
Compare Folders: Compares two folders and tells you which files are similar, which are unique and which have been modified. *Shareware*
Compost: Solves your Trash problems by introducing time limits, size caps and automatic maintenance of trash contents to reserve disk space. *Shareware*
CopyCatX: Create exact duplicates of your hard drive, Apple iPod or Mac OS X startup drive. *Shareware*
DaisyDisk: Free up disk space by quickly finding and deleting big, useless files. *Shareware*
DasBoot: Turns an external drive into a diagnostic, repair, and maintenance tool. (Note this application does not work with Mac OS X 10.5) *Freeware*
Data Rescue II: Recover data from a corrupt hard drive or one that no longer mounts. *Demo*
Disk Doctors Mac Data Recovery Software: Recovers lost and deleted data from HFS+, HFSX file systems on Mac OS X. *Demo*
Disk Doctors Photo Recover: Powerful, advanced, yet easy to use recovery software that helps you to recover digital photo, audio and video files even when they are lost, deleted or the memory card, removable media is formatted. *Demo*
Drive Genius: Maintain, manage and optimise your hard drive. *Demo*
File Recovery: Recovers a Mac computer's data from corrupted, deleted, formatted partitions and from crashed drives where Macintosh-based file systems are installed. *Demo*
FileDefense: Protects your personal files. *Shareware*
FileSalvage: Explore and recover deleted files from a drive or volume. *Shareware*
iBench: Performs 21 tests (12 of integer workload and 9 of floating point) of real usage that allow to check and compare the CPU and memory performance of your Mac. *Open Source*
Leopard Cache Cleaner: Improve system performance by tuning internet and file cache settings, implementing RAM disks, and cleaning out various cached and stale data. *Shareware*
Mac File Recovery: Recover damaged, corrupted and deleted file from HFS, HFS+, HFSX & HFS wrapper Apple OS file systems and more. *Shareware*
MacCleanse: Safely erases caches, logs, cookies, histories and more. *Shareware*
Maintenance: Allows you to run various tasks of system maintenance. *Donationware*

OmniDiskSweeper: Quickly finds and deletes big, useless files from your hard disks. *Freeware*

OnyX: Maintenance, optimisation and personalisation of Mac OS X. *Donationware*

Personal Backup X5: Comprehensive backup solution for OS X users. *Demo*

Photorecovery: Recover images, movies and sound files from all types of digital media. *Demo*

Preferential Treatment: Checks your preference files (both in your user's preference folder and the system's preference folder) for corruption by using the "plutil" command line tool. If it finds suspect files, it will list the files and allow you to reveal them in Finder or move them to the trash. *Freeware*

R-Studio for Mac: Recovers files from HFS/HFS+ (in Macintosh systems), FAT/NTFS (Windows) and file systems on other platforms. It also recovers data on disks, even if their partitions are formatted, damaged or deleted. *Demo*

Singular: Helps you to find and remove duplicate files on your Mac. *Shareware*

Smart Trash: Enhances the functions of the Mac OS X trash by adding several menu options including selective file deletion and the ability to empty the trash on specific volumes. *Shareware*

SMARTReporter: Can warn you of some hard disk drive failures before they actually happen! It does so by periodically polling the S.M.A.R.T. status of your hard disk drive. *Open Source*

Spring Cleaning: Searches through the clutter of old programs, duplicate and corrupt files, dozens of language files installed by the OS and then helps you take the action you want. *Demo*

Stellar Phoenix Photo Recovery: Recovers image, pictures, photos, and data. *Demo*

Tidy Up! Search for duplicate files and packages; by the owner application, content, type, creator, extension, time modified, time created, name, label, visibility and date/age. *Shareware*

TinkerTool: All-in-one maintenance tool for the Macintosh platform. *Shareware*

WhatSize: Quickly measure the size in bytes of a given folder and all subfolders and files within it. *Shareware*

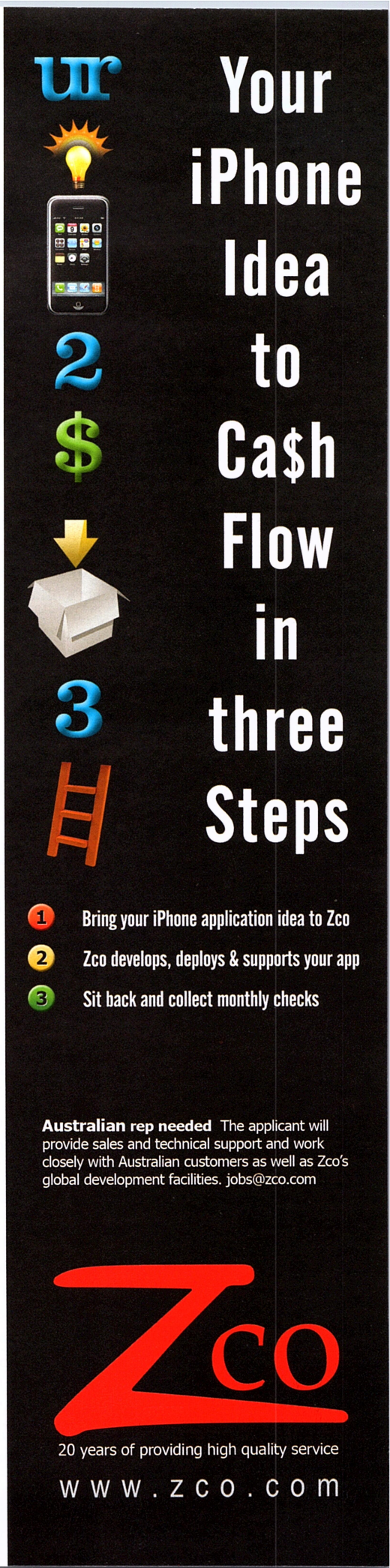
WhatsOpen: Determines what is holding your files open when trying to eject removable media relating to files being in use. *Donationware*

Xslimmer: Remove unnecessary code from fat binaries. *Shareware*

XupportM: Provides many features to configure hidden Mac OS X and Unix options. *Shareware*

— List compiled by Nicholas Pyers

The full version of this list can be found at www.macworld.com.au/blogs/view/2666



Hotlinks

www.carbonplanet.com
Carbon Planet

Cutting the carbon

If you were looking for evidence that the business world is embracing green credentials as an intrinsic component of corporate citizenship, you need only look to the ongoing success of Carbon Planet, which provides carbon management consulting to businesses large and small. Its founder and executive director, Dave Sag, is a pioneer of the Australian carbon management industry, with expertise in carbon accounting, engineering, trading and offsetting, and is a dedicated Mac user. Carbon Planet's office is a Mac-friendly zone.

You say that Carbon Planet has been a Mac shop since day one. Was there any resistance from your board members or executive team to going into business using the Mac platform?

I have been a Mac guy since 1994 and before that I was an Apple II guy so the decision to keep Carbon Planet Limited 100 per cent Mac was an easy one.

My co-founder and co-director Ross has also been a long-term Mac guy so that was not an issue. Some new staff, be they execs, sales, engineers or whatever, were rather surprised to be issued with a Mac on starting and some grumbled about it a bit but got over that very quickly when the obvious superiority of the platform became apparent. It was several years before we needed to hire any in-house IT staff. Our CFO is a Mac user from way back, too. Our CEO, Jim, came to the company with a Windows machine but even he is now using a black MacBook. Jim sticks to the MS mail system though as a matter of personal preference but the rest of the company uses the Apple Mail client.

There has been some compromise around use of MS Office, but for most internal documents and certainly for producing the final Carbon Audit reports we use Pages. There was a suggestion a while ago to allow Windows machines but no-one was able to produce a business case for it so the matter just dropped. We run Solaris for servers as the OSX Server software is not really suited to our corporate needs, but we do also run quite a few OSX Servers in-house for things like CalDAV and some specialised tasks.

Have you needed to develop any bespoke software solutions or can all of your business activities be undertaken with off-the-shelf software?

Carbon Planet has an in-house software development team that has been building our global emissions management suite called G3MS (pronounced Jims or Gems). See http://www.g3ms.net. It's built on Macs using Ruby on Rails and hosted on Solaris. We have quite a few custom in-house scripts for auto-configuring laptops if they are inside or outside the corporate network. But by and large we work on standard, off-the-shelf software such as iWork, iLife, Filemaker, MYOB, MS Office, Adobe CS4, BBedit, Omnigraffle and so on.

What advantages does the Mac bring to your operation in terms of cost savings or efficiency gains?

The cost savings are evident in the very low support costs and extremely high levels of productivity from staff using the Macs. For example, Pages is so much simpler to use than Word and its handling of style sheets and charts is vastly superior, so we get better documents at the end of the day for less effort. The absence of Mac virii and the "secure by design" ethos of the Mac means no time messing about with anti-virus checks all the time.

We have most of the laptops set up with mobile desktops so people log in when at work and their desktop syncs with the server. This allows easy updating of machines and allows us to enforce certain corporate IT rules more easily. One big feature of the Mac is Time Machine, which works quite well for office-wide backups to a central backup server.

Many of the engineers use the Spaces feature to switch between work-modes and claim this is a great boost to productivity. I find iChat a key tool for me. I regularly use the iChat Theatre functions and the ability to video chat with four participants keeps my travel down. I have even chaired a panel on green issues in filmmaking at the Sheffield DocFest in the UK, from my home office in Canberra with an iMac sitting on a bench in the UK with my head in full-screen, via iChat. I was able to take questions from the audience and address the members of the panel directly almost like I was really there.

What advice would you give to business decision-makers considering adopting the Mac as a platform?

Try Macs with some of your keener staff and see how they like it. I am hard pushed to see a business case for not adopting Macs in a corporate environment. They are secure, fast, cheap and reliable, and built around open standards so paradoxically by using a Mac you are less locked into specific technologies.

i-backup

With advanced design innovation and durability, Verbatim's External Hard Drives are the ideal storage devices for your MAC or PC. Compatible with Mac Time Machine™ feature in Mac OS X 10.5 Leopard, Verbatim's external hard drive provides an ideal system back up and data mobility solution.

Verbatim's range of Hard Drives benefit from a large range of 2.5" and 3.5" drives in capacities from 250GB to 1TB, USB and FireWire interfaces and have dedicated colour code packaging and Nero BackItUp 2 Essentials software.

Verbatim's External Hard Drives are the perfect solution for having all of your data and media files ready to use wherever you go.

Verbatim. For memory's sake.

Verbatim®

Technology you can trust

www.verbatim.com.au

Martin Levins
likes empowering people to create using computing technologies

Use Policy not so acceptable

By now, every school would have a piece of paper signed by student, parent or both that tries to define what should and should not be done with their computing equipment.

I've looked at a lot of them, there are websites full of examples (see Hot Links), and I'm frequently staggered at the complexity, and in some cases, multi-page, mind-numbing legalese that users are expected to sign off on – much like the acceptable use contract, policy or guideline that they sign in order to use the playground equipment.

Oh, you don't have an acceptable playground use agreement?

Isn't it curious that we treat anything related to technology as different, requiring special treatment (and a document that resembles a second year law student's torts assignment).

Why is cyberbullying different to bullying? Why does playing games on a computer in class require a separate mention when we don't have written rules about reading a skateboard magazine in class?

Can't we cover the majority of miscreants with existing documentation, with including, say, examples of cyberbullying alongside other, non-computer related bullying examples in our anti-bullying documents and, likewise, playing computer games in class in general classroom behaviour expectations?

And what of this documentation? Should it be an agreement, a policy or a guideline, and is there a difference?

You may need to talk to a lawyer here (yeah, I know) but I'm led to believe that a policy locks you into action, whereas a guideline provides more of a, well, guideline, giving more flexibility in response to incidents, more adaptability to individual circumstance and a better alignment with the idea of learning appropriate behaviours.

A guideline lends itself to a more friendly language register, which will be more accessible to students, and will be more easily developed in consultation with the students themselves, giving more ownership and more opportunity for learning digital citizenship. Maybe we'll end up with a Google-style, "Don't be evil" simplification.

In any event, I believe that highlighting computer-related misbehaviour as somehow different to other misbehaviour distorts it. It gives us the ridiculous situations that we now have in many schools where teachers are attending conferences and workshops on the benefits of using social networking sites YouTube and Wikipedia, yet are denied access at school for themselves and their students, because we can't trust people on the Internet.

I wonder if, as schools move closer to ubiquitous computing, and the technology disappears into the background, will they deal with misuse like any other misdemeanour?

But let's leave documentation and follow-up behind for a moment. These are the mechanics of management and can really only be deployed if we know what it is that we are managing. The big issue here is the role of the school itself.

Despite some schools' and school system's attempts, actions such as site blocking won't work in the long term. Site blocking assumes that all Internet use is at school and on school-owned equipment, and further assumes that users won't find a way around the blocks - both of these are wrong for different reasons.

Firstly, our job as educators is to educate, and it's disingenuous to wash our hands, Pontius Pilate-like, and say "we're protecting them" when we know that students will use their own equipment with unrestricted access.

We are literally leaving them to their own devices.

It's this second reason that's the real rub here. Historically, schools have provided the computing equipment for their students because they were not found widely in the home. The resources in schools themselves were expensive and access to them had to be managed. Being a new thing, and with all the press coverage of Internet danger, we expected the worst, and management tended to restrict and restrain. We've retained this approach, even though we've had a long time to learn and teach appropriate conduct.

Now, the situation is reversed. Research for a new text coming out later this year has shown the editor, Mal Lee, that, in the average year 6 classroom in leading developing nations, there are 6 computers, compared to 45 plus in those same students' homes. There are 15 mobile smartphones in the homes, none in the classroom. (I'm indebted to Mal for these numbers)

This trend won't stop: with devices such as iPhones having more than twice the processor speed and 64 times the memory of computers that are still found in many schools, it becomes impossible to justify a socialist-style control. Humans plus Internet technologies, particularly mobile technologies, tend to form an immune system that will heal any lesion in the communications tissue.

Yet we still have some systems who want to ban portable devices at school entirely.

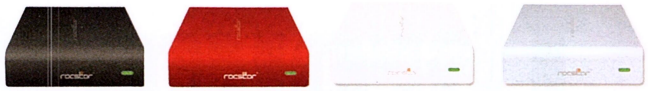
We've looked at acceptable use by students, but isn't it time to consider acceptable use by a school?

Hotlinks

tr.im/mglAUP
More than you'll ever want to know about Acceptable Use Policies
investor.google.com/conduct.html
Google expands on what is meant by "Don't be evil"

rocstor®

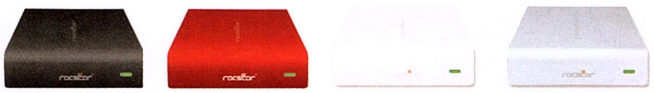
"When only the Best will do, buy Rocstor"



RocPro 225 - 500GB, 1TB, 1.5TB

Desktop and mobile 3.5", USB External Hard Drives

The new generation of Rocpro external SATA Hard Drives deliver extraordinary performance and reliability for both Mac and PC users. Specifically designed for demanding audio/video professionals, the new Rocpro 225 contains a fast SATA high capacity 3.5" drive in a stylish and unique aluminum case that can be stacked or mounted vertically. Features built-in power supply, fan-less and quiet operation plus carrying case.



RocPro 850 - 1TB, 1.5TB, 2.0TB

3.5", eSATA, FW 800/400 (1394b IEEE) and USB Hard Drives

The new generation of Rocpro external SATA Hard Drives deliver extraordinary performance and reliability for both Mac and PC users. Specifically designed for demanding audio/video professionals, the new Rocpro 850 contains a fast SATA high capacity 3.5" drive in a stylish and unique aluminum case that can be stacked or mounted vertically. Ultra quiet, The Rocpro 850 can be easily moved from one desktop environment to another using the provided carrying case.

The ArcticRoc 2T

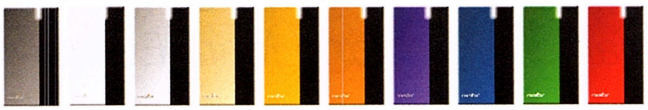
Tower RAID System - 5 Ports

The Arcticroc, a highly versatile RAID system is available in a 2-Bay model with **up to 4 Terabytes of disk storage**. The drives are Hot-Swappable, with transfer speeds of 3 Gbits/s to and from the host. ARCTICROC is also compatible with both Windows® and Macintosh® Operating Systems.

The ArcticRoc 4T

Tower RAID System - 5 Ports
eSATA,FW800,FW400+USB

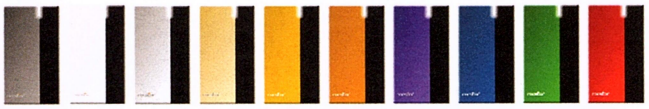
The Arcticroc is a highly versatile RAID system (Raid 0,1,5) that is available in a 4-Bay Tower model with **up to 8 Terabytes of disk storage.** The drives are Hot-Swappable, with transfer speeds of 3 Gbits/s to and from the host. ARCTICROC is also compatible with both Windows® and Macintosh® Operating Systems.



RocPort ID3 - 320GB and 500GB

Mobile (Pocket) Hard Drives with a USB Port

Fully bus powered, Rocport ID pocket drives deliver outstanding performance and reliability, and available in multiple colors. Designed and engineered in the U.S.A. to meet the needs of the demanding mobile data storage market, the ROCPORT ID 2.5" external hard drive is compatible with both Windows® and Macintosh® environments.



RocPort ID9 - 320GB and 500GB

Mobile (Pocket) Hard Drives - FW800, FW400 and USB Ports

Rocport ID pocket drives deliver outstanding performance and reliability, and available in multiple colors. Designed and engineered in the U.S.A. to meet the needs of the demanding mobile data storage market, the ROCPORT ID 2.5" external hard drive is compatible with both Windows® and Macintosh® environments.

The AIRHAWK A3

Mobile (Pocket) Hard Drives with USB port
320GB and 500GB

Fully bus powered, The AIRHAWK pocket drives deliver exceptional performance and reliability. Designed and engineered to meet the needs of a demanding mobile data storage market.

The AIRHAWK A9

FW 800, FW 400 and USB Ports
320GB and 500GB

Fully bus powered, The AIRHAWK pocket drives deliver exceptional performance and reliability. Designed and engineered to meet the needs of a demanding mobile data storage market.

Rocstor - Made in the USA.

EXCLUSIVE DISTRIBUTOR

m★m™

www.monstamac.com.au

AUTHORIZED RESELLERS:

My Mac Sydney
Apple Premium Reseller
20 Bronte Road,
Bondi Junction, NSW, 2026
(02) 8383 1600
www.mymac.com.au

Lightforce Computers
Apple Authorised Reseller
1/10 Brigantine Street,
Byron Bay, NSW, 2481
(02) 6685 8796

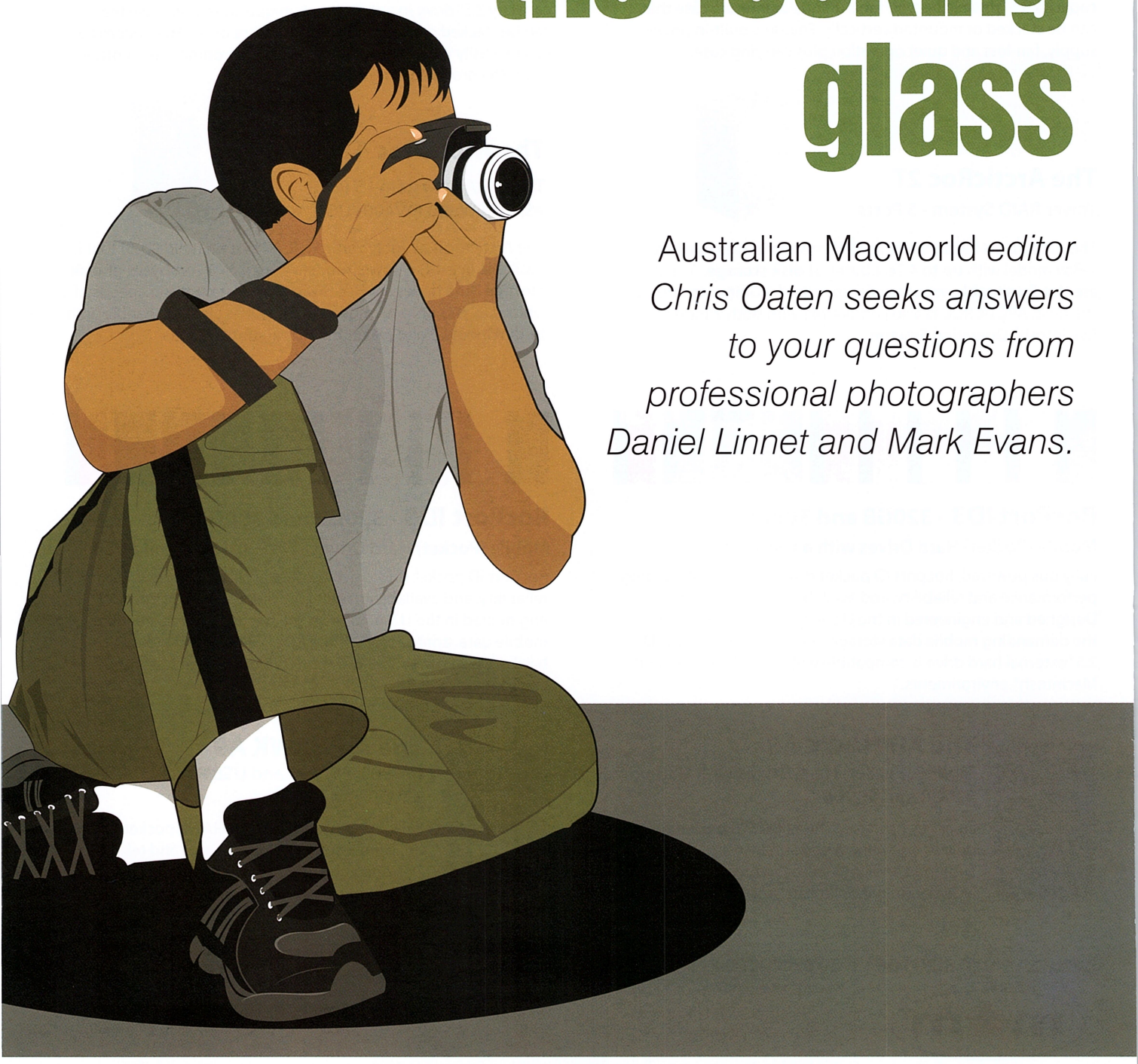
Talk To The Mac
Apple Authorised Reseller
32 Grafton St,
Cairns, QLD, 4870
(07) 4041 6000

Xero Computing
Apple Authorised Reseller
106 Elgin Street,
Carlton, Vic, 3053
(03) 9347 1066

My Mac Melbourne
Apple Premium Reseller
172 - 192 Flinders St,
Melbourne, Vic, 3000
(03) 9662 9666
www.mymac.com.au

Through the looking glass

Australian Macworld *editor Chris Oaten seeks answers to your questions from professional photographers Daniel Linnet and Mark Evans.*



Canon and Nikon maintain their fiercely competitive position but their proprietary technology has in recent years leap-frogged each other. I wonder what the tipping point is for photographers in choosing their preferred equipment? And to what extent does brand loyalty play a part? – *Stephen, via email*

Brand loyalty has more to do with the investment one makes in lenses. Both makers produce excellent equipment and this competition has led to some very innovative progress in technology. I think quite a few photographers would jump brands to get the benefits of the latest camera features but lens technology has locked users into a particular brand.
— Mark Evans

I have a lot of images on film that used to earn money as stock images for a museum library. Is it worth having them scanned and re-submitting to another agency? And what is the market like for digital stock photography? I am a competent photographer now in retirement but would like to keep my hand in and my mind active. – *David, via email*

The stock photography industry has changed in recent years with the introduction of microstock agencies such as iStockphoto.com where designers can purchase images for about $2 and you get a cut of that. Think about the images you have on film. Are they useful for designers? If so, they'll be marketable as stock. Are they generic enough to be used in a variety of circumstances? Or are they unique enough to have rarity value? There are people out there earning very good money in microstock but it is a very competitive field. With that said, I make my living exclusively on iStockphoto. I recommend testing the water. You just might have something unique and valuable sitting there gathering dust.
— Mark Evans

I'm new to digital photography and while I understand the difference between RAW and JPG images, is there a preference among photographers? My understanding is that image quality is the same in JPG and RAW only that JPG has already been compressed in-camera. So is it better to just shoot JPG anyway? – *Genshin, via AMW forums*

Think of your RAW file as a negative and your JPEG as a ready-made print. The negative will always offer you greater reproductions.
Although both files seem to be of equal quality, the RAW file contains all the information captured by the camera's sensor in 14-16 bit (about 32,000 brightness variations) whereas the JPEG file only contains the information based on how your capture device was set up to process it. This has only 8 bits of information (256 brightness levels). Although working with a RAW file requires an extra processing step, as would a film negative, you have much greater flexibility in working with an image. Especially if you're trying to recover lost highlight or shadow details.
Pro photographers would use one or the other based on their imaging requirements. Sports and press photographers who shoot many images every day would often choose JPEG for its convenience and smaller size, whereas commercial photographers would often chose RAW for the greater flexibility in post production, often exporting the finished result to a JPEG for distribution. Personally, my main work cameras never leave the RAW setting, whereas I use JPEGS for my personal family snaps.— Daniel Linnet

Where does medium format fit into professional photography these days? I used to shoot with a Mamiya 645. Is there a digital medium format its equivalent? Is a larger "neg" size even relevant in the digital age?
— Phillip, via email

Like film stocks, digital sensors come in all shapes and sizes, from the smallest point and shoot sensors, which are now probably 2x2mm, to the 3/4 and full-frame 35mm sensors found on most DSLRs and all the way to larger medium format equivalents.
In this case the size does matter. The bigger the surface size of the sensor, the larger the pixels, the more information each pixel is able to record, the greater the level of detail in the final image.
A 17-megapixel image captured on a 6x4.5cm size sensor would theoretically have a greater level of clarity and detail than it's 35mm equivalent (depending on quality of sensor) and less again if it were a smaller point-and-shoot sensor.
Medium format digital backs and cameras are now commercially available in up to 60-megapixels (22-32mp being the norm) and stand in a similar position to their film predecessors. Many high-end commercial studios as well as fashion photographers are now shooting on medium format digital backs and I've recently heard of a few wedding photographers also experimenting with them.
The reasons are the same as before – the need for greater detail and larger reproduction sizes.
— Daniel Linnet

Mamiya's 645DF, designed specifically to work with a digital back, is just one camera bringing medium-format photography into the digital age.

Help off the net

Photography and the Internet go together like gin and tonic. Without the former, the latter would be pretty dull; and the Internet has transformed distribution, selection and approval procedures for working photographers, along with giving everyone a capacity for sharing their images with a global audience.

The Internet is also a great place to find help with your photography. And one of the best methods of delivering that guidance is through the medium of the podcast, or even better, a vodcast.

Here's a selection worth checking out. To find them, launch iTunes, visit the iTunes Store, and search on the podcast name.

7 Photography Questions. Dr Audri Lanford interviews top photographers, asking seven questions that reveal the image maker's approach to their trademark subject matter.

Photography 101. This is a great choice for beginners. In each episode, Scott Wittenburg turns his attention to a single topic, such as "Capturing Motion" or "Night Photography Tips".

Photoshop killer tips. There are only five episodes of this vodcast. What a shame, because Matt Kloskowski clearly knows his stuff. If you only watch five Photoshop vodcasts, make it these five.

Inside Digital Media Photography. A production of O'Reilly Media, this podcast looks in-depth at how photographers are meeting the challenges of a complex market.

Aperture 2: Quick Tip. Aperture is more complex than it looks. Just a few tips can help speed your workflow and improve image enhancement skills. Richard Harrington makes the complex simple.

Welcome to Lightroom 2. We could hardly list an Aperture podcast without giving Lightroom an even billing, now could we? Your instructor is Raphael "RC" Concepcion.

Magnum in Motion. One of the world's premier photo agencies, Magnum has been championing great photography for decades. This vodcast, through 89 episodes to date, showcases stunning work by world-class shooters.

Meet the GIMP. GIMP is a free, open-source alternative to Photoshop. Yes, that's right. Free. This podcast examines what you can do with this very capable image editor.

Do you have a favourite photography podcast? How about sharing it in the Australian Macworld *photography forum via www.macworld.com.au/forums*

I have a Canon EOS 400D and it has a WFT function on the software discs that came with it. What is this function and what does it do? I'm not using the Canon software for photo edits. I've been using Aperture. *– Media sorcerer, via AMW forums*

The WFT stands for Wireless Fire Transfer which you would only need if using the Canon Wireless File Transmitter to send files straight to your laptop, desktop or network storage drive, regardless of which software you are using for final editing and processing.
Many news or sports photographers may have a laptop sitting somewhere away from the action receiving the files as they are shot, then instantly upload them straight to a picture desk via the Internet. — Daniel Linnet

I have long been a dedicated user of prime lenses but recently bought a Canon f2.8 16-35mm EF zoom lens that is excellent. Do you think lens technology has progressed to the point that prime lenses are "old hat" or should every photographer aim to have that "special" wide-angle prime in their kit? *– Stephen, via email*

It depends on budget. A single zoom can do the job of multiple primes and there are many excellent zoom lenses out there such as the Canon L-Series zoom lenses. Even with advances in technology, the quality of images produced with a prime is generally superior to that of a zoom because it is built to one specific focal length whereas a zoom lens has to combat the intricacies of a variable focal length.— Mark Evans

What constitutes good resolution? Do we really need 12-megapixel point-and-shoot cameras? *– s2art, via AMW forums*

Good resolution would vary depending on the intended final use of the image capture and its required size. Although you could create a poster-sized print from a 640x480-pixel image file, the subject matter of the image would be barely discernible or, at best, largely degraded. It might be great as an abstract piece but if it accurately needs to represent the subject in a legible manner, then you have a problem.
Do I really need a 12-megapixel point-and-shoot? Why not! Having a larger number of pixels to start with allows for more options and flexibility with the final product.— Daniel Linnet

I'm confused by the diversity of storage card speeds and storage options. I'd be keen to know how professionals manage their storage and workflow challenges and is there a "rule of thumb" for selecting media cards? *– David, via email*

For my workflow out in the field I would generally rely on the fastest cards and card readers to get my images backed up

quickly and efficiently. The faster the read and write speeds on the card, the faster your image will be written to the card by the camera, allowing you to keep shooting without having to wait for the camera memory buffer to clear, and then giving you faster download times from card to computer. The extra speed saves you valuable time when it's needed.

Reliability is also an issue, as I cannot have cards with valuable images failing on me at a shoot. That is why I would only buy cards from a reputable manufacturer. I bought into the Lexar system of cards and readers many years ago due to the research I did on their products, having liked the integration of cards and readers designed to maximise the performance expected of them in demanding photographic workloads.

In the studio, storage is always an issue. As the number of images accumulated grows, so do the storage needs. In my studio I use a Drobo storage system, which is a four-bay RAID (RAID X) type expandable storage system that allows me to upgrade individual drives to a greater capacity as the archive grows, yet still give me the extra security of a spare redundancy disk. This is then backed up to another Drobo that grows at the same time. Although it's tempting to keep buying extra external hard drives, this method can often get messy over time and data may get compromised. — Daniel Linnet

My daughter is considering a future in photography and I've been trying to weigh the benefits of investing money into tertiary study or directly into helping her go it alone. Is there a point to some kind of formal training? – *Chris Oaten*

The benefits of formal training go well beyond learning the "hows and what" of photography. Learning the physical processes and skills can be done anywhere but attaining an aesthetic sense often needs to be nurtured. Most training institutions will go well beyond teaching your daughter how to use a camera and will aim to provide her with knowledge and understanding that would take much longer to grasp if she was to go it on her own. — Mark Evans

Is there any point in attempting to gain a qualification in photography now, as people can just shoot and re-shoot until they get it right? – *S2art, via AMW forums*

To be a photographer you don't require any qualifications or formal training, you just need a good eye and an understanding for what makes a good image. Work is usually attained on the merit of your portfolio. To fast track your photography education you can often do short courses or workshops run by professional photographers. These will often give you a very practical overview of the topic as well as an invaluable insight into the industry.

Many young photographers starting out would choose to learn the craft by assisting an established photographer or studio. This would help in understanding the business side of photography as well as learning invaluable technical tips and tricks — an informal apprenticeship of sorts.

When capturing images, yes there are some things that you can re-shoot like products or still life but with others like weddings, reportage and even portraits, you often only get one crack at it. — Daniel Linnet

Aperture and Lightroom seem to be very similar yet so very different. I've been trying to decide between the two but would appreciate a little guidance. – *Andrew, via email*

I have not tested Aperture at this stage. I am, however, using Lightroom as an integral part of my studio workflow and have found it to be an indispensable tool. Having said that, I have read

Daniel Linnet

With his ability to interpret a brief and add his own certain creative flair to any assignment, Daniel Linnet has been commissioned by MasterCard, Sony, Pfizer, OPSM, Country Energy and BankWest, among many others. His work has appeared in numerous local and international publications including Graphis Photo Annual and The ACMP Australian Photographers Collection and just recently, the international PDN 2008 Photo Annual.

Daniel has served as NSW chairman of the Society of Advertising, Commercial and Media Photographers for three years and is currently an associate of the AIPP (Australian Institute of Professional Photography).

His credits include the 2007 Canon/AIPP National Environmental Portrait Award, the 2007 AIPP NSW Open Photographer of the Year Runner Up and 2007 AIPP NSW Commercial Photographer of the Year.

— You can see Daniel's folio at www.linnetfoto.com

many a pro photographer rave about the workflow capabilities of Aperture. My best suggestion would be to try them both out extensively and go for the one that best suits your needs. You can also type "Lightroom vs Aperture" into Google search and read about some extensive feature comparisons written by pro photographers. — Daniel Linnet

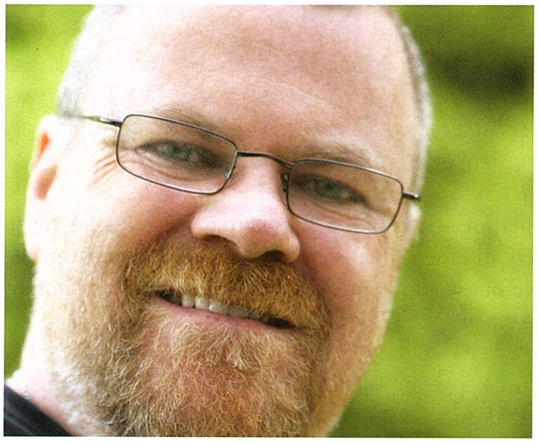
Do you think digital imaging has equalled the quality of the film-based image? I can't tell the difference but do professionals keep film cameras about for those jobs in which film is either expected, demanded, or simply the best choice? — *Anthony, via email*

I think digital may have surpassed film. Like film, however, very much is based on how the initial image is captured and processed. If the image file is properly exposed and processed, the quality of the output will surpass that of film. Keep in mind that these days almost every film-captured image, unless the film is hand-developed and printed in a wet darkroom, ends up in digital form at some stage, in which case you are relying on the quality of the scanning device. All one-hour labs scan and print your negatives.

Mark Evans

Mark Evans is a professional photographer and makes his living exclusively as an artist on iStockphoto.com. He also specialises in 3D rendering. For 14 years he taught art, design, photography and multimedia before opening his own business and selling stock images on iStockphoto. He has a Bachelor of Fine Arts and a Graduate Diploma in Fine Arts and another in Education. He is married with a daughter and two stepsons and currently lives and works from his home in Melbourne.

— Mark's full portfolio is available to view at www.istockphoto.com/mevans



I still keep my film cameras more for personal use and shooting black and white film, which would be hand-processed and printed. I have a couple of Leica M6 cameras, which are such a joy to use on occasions I'll pull them out and shoot a few rolls just for the experience. Commercially, though, it's been many years since a client has requested film or I've seen the merit in using it instead of digital. — Daniel Linnet

Photoshop used to be a photographer's software of choice but Aperture and Lightroom seemed to have made Photoshop less necessary. What is the relevance of Photoshop to photographers these days? Does it still have a place in an imaging workflow? — *Peter, via email*

It depends on the type and extent of editing that the photographer wants to do. Aperture and Lightroom are pure photographic processing applications. They are built to process the RAW image and handle large volumes of images and they make it easy to do so. That is what they do best and if that is all a photographer needs then Photoshop would effectively be obsolete, because Aperture and Lightroom do it better. But as artists, we all have different workflows and destinations. For pixel-level editing and layered compositing, Photoshop still has a valuable place in the photographer's toolbox, especially if you want to use multiple photographs for a design.— Mark Evans

It would seem that with modern communications being what they are, and by that I mean increasingly visual, and of course there's the whole of the Internet that needs to be filled with pictures, do you think there is more room in the market for new photographers, or that those already established are just going to get busier? — *Peter, via email*

As the need for more images increases so are the means of obtaining them. Millions of images created by pro and amateur photographers are now available over the Internet at relatively inexpensive rates. There is always more room for new photographers in the market. This is because each photographer would offer a unique and different interpretation of the subject, but the competition is extremely tough and often cutthroat. To stand out, you would need to have a unique creative vision. — Daniel Linnet

Does a place remain in the professional realm for shooting on film? Or are only purists or those seeking the style or flavour that comes from shooting on film choosing to use it?
— *Angela, via email*

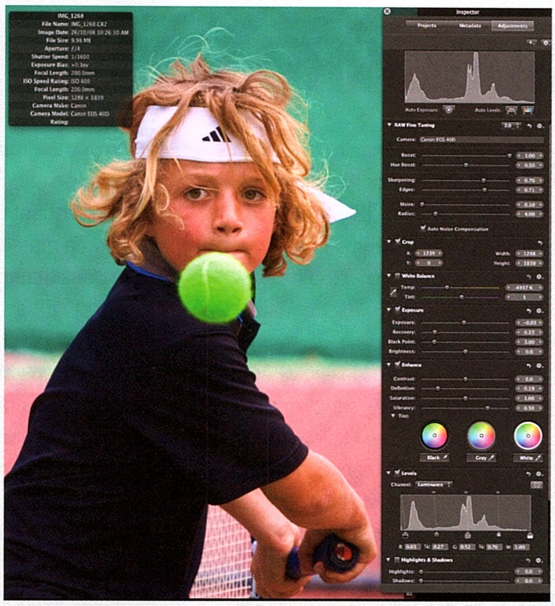
Film is definitely not dead although it is rapidly becoming more the realm of the purist. Currently there are still some photographers choosing to shoot with film commercially but generally

I have Photoshop, Aperture and the RAW conversion utility software that came with my Canon 50D. But I'm confused about workflow. Aperture maintains the original RAW file but the Photoshop and Canon RAW software appear to do a better job of the conversion. Is there a difference, and which workflow would you recommend? — *Andrew, via email*

All RAW converters maintain the original RAW file as it is captured by your camera, and at any time you can reset all the settings that you may have played with in the conversion and go back to the captured original. Yes, there are differences in the way each package converts a RAW file as they would all have their own proprietary conversion algorithms, however, the difference in the final output shouldn't be that great. Usually it's more a preference thing.

In my studio, I have adopted an Adobe Lightroom and Photoshop workflow. Lightroom, like Aperture, has been designed from the ground up to purely handle a photographic workflow, particularly a RAW-based photographic workflow. When I come back from a shoot, all the images are imported into Lightroom where I do all my editing, colour corrections, file renaming and metadata entry (usually on import). Now, using the latest software version, I can even do basic retouching and skin cleanup, remove dust spots and make localised colour or brightness adjustments. Once I select the final files to work on, it integrates nicely with Photoshop, which I use for more extensive treatments and retouching. Lightroom keeps track of all my different versions and stacks them with the original RAW files. Working in modules, I can keep track of all my images in the Library module, print from the Print module or export a web site/preview gallery.

All my files are still stored in folders on my storage drives and LR just references their locations and all my processing settings as a part of the main catalogue. — Daniel Linnet



Different RAW converters, among them Photoshop's and Aperture's versions, both pictured here, convert a camera's RAW file into an editable file. Is one converter better than another? "Difference in the final output shouldn't be that great," says Daniel Linnet. "Usually it's more a preference thing."

the higher production costs, slower turnaround times and lack of flexibility of working with film make it a less attractive medium. However, in the fine art and to a lesser degree, in the advertising photography arenas, anything goes. In my business, 100 per cent of my commercial images are at this stage created digitally and although I still hold on to my film cameras and on occasions shoot a roll of film for personal work or the fun and nostalgia of working with that medium, I am able to achieve a lot more and able to achieve it much faster using the digital medium. I now think of my Lexar 8GB cards as my rolls of film, they're just able to store a lot more images. — Daniel Linnet

It used to be pretty clear-cut that you would choose to use a stills camera for photos, and a video camera for video, but now the lines are blurring with the latest batch of high-end stills cameras offering the ability to record high-def video. I'd be interested to hear what a professional photographer thinks of this development and what it means to their purchasing decisions.
Lumeswell, via AMW forums

Although many video shooters would tell you that it's still in its infancy I feel that it's a tremendous breakthrough, which has opened up whole new creative and commercial possibilities for stills photographers. For me, having the ability to use my existing stills lenses and their associated aesthetic qualities for video, would certainly lure me into some experimentation with the moving picture and would definitely be a big factor in my next camera purchase. — Daniel Linnet

Dave Bullard
thinks Apple products are music to his ears

Shocking truth

With the (literally) shocking news about Apple's earbuds discharging static electricity, it seems timely to speak about some of the best in-ear headphones to look at as a replacement set.

If you haven't been looking at Apple news online, the story is that Apple has issued a warning (see Hotlink) stating that "it's possible to receive a small electrical (static) shock from your earbuds while listening to iPod or iPhone". The article explains that it's simply a static electricity build-up in dry areas and can happen to other products.

If you're using the standard Apple earbuds, which are a long way from being good, it's probably time you bought a better set.

There are thousands of earbud makes and models out there, most of which are, to put it bluntly, rubbish.

On the other hand, there are some great earphones being made by companies such as Bose, Sennheiser, Etymotic, Shure and Audio-Technica that will deliver the best sound your iPod can produce.

Deciding factors. Sound. There are two schools of thought when it comes to earbud sound. One says that you should always go for sonic neutrality – that music should always sound clean and clear. The other prefers some warmth and smoothness in their earphones. The bottom line is everyone has a different preference so you need to buy the buds that sound best to you. Unfortunately, hygiene dictates that you can't always try earphones before you buy them, particularly the models that extend right into the ear canal. So you're really dependent on press reviews or finding a mate who owns the pair you're considering (and who keeps his ears clean) so you can try them.

Comfort. Again, this is personal. And, again, you can't always try before you buy. So go for a pair that comes with different sized and shaped earpieces, as you can mix and match them for the perfect fit.

Price. To any user, a $150 pair of earphones will always sound way better than a $30 set, but a $400 pair won't sound that much better again unless you have a very good ear and are a critical listener.

I have two recommendations. Neither are new models, but I think they're the best at their price points and each offers different sonic characteristics: First, for those who like a neutral sound, the Etymotic ER-4Ps are a cracker. They're not cheap at $445, but they're made to match the response of the ear and deliver audio that's as close to the original as possible. And the sound really is quite amazing. It's clean and clear, and you can hear every nuance across the tonal range. They come with a selection of earpieces.

But if you prefer a sound with a little more "soul" to it, I'd go for the Bose In-Ear Headphones. Nicely priced at $149, they are the earphones that, in my experience, best handle all genres of music – real all-rounders. The sound is still highly detailed and pure but is warmer and more rounded than the Etymotics. They come with three sizes of silicone tips that sit in the curve of the ear and extend slightly into the ear canal. I find them the most comfortable and nicest-sounding of all earphones and use them myself.

Great mics, to be Shure. The term "best USB microphone" is bandied around a lot, particularly in the world of podcasting. But if you're a professional or semi-pro musician, the words tend to ring hollow as very few of them cut the mustard when it comes to pro recording on a Mac.

Shure's PG27USB and PG42USB combine professional multitrack recording features with plug-and-play USB connectivity.

The PG27 has a flat frequency response for natural reproduction of both instruments and vocals, while the PG42 is specially tuned for detailed reproduction of lead vocals and features a larger diaphragm and external shock-mount.

While digital output is nice and easy, you don't want to digitise extra noise as well, so these mics have analogue mic gain through an integrated pre-amp. They also have a headphone jack so you can listen to yourself – with no delay, or "zero latency" in mic-speak. And a mix control lets you listen to backing tracks while recording – again, with no delay.

Even though they're part of Shure's introductory-level PG Series, the mics are not cheap, with the PG27USB having a recommended retail price of $449 and the PG42USB coming in at $599. Both models should be available in Australia this month.

Hotlinks

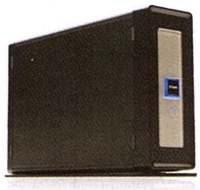
http://support.apple.com/kb/TS2729
Apple's static statement
www.bose.com.au
www.etymotic.com
www.shure.com
www1.jands.com.au

Back Up and Share Your Music, Photos and Video Collections

The D-Link Network Attached Storage (NAS) for Beginners and Professional Alike

Now you can choose from either the 1-Bay (DNS-313) or 2-Bay (DNS-323) Network Storage Device for central network backing up and protecting all your valuable digital files and yet enabling you to share them with family and friends across the home or office network and on the internet.

Select a DNS-313 or DNS-323 Network Attached Storage

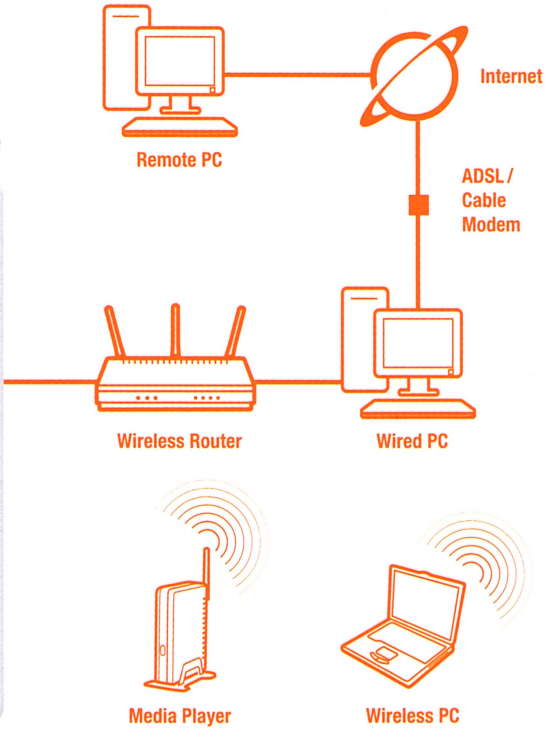


DNS-313

- Up to 1,000GB of storage*
- Flick a switch and becomes USB portable storage device
- Power management that extends hard drive life and conserves energy
- Independent operating system, no drivers required

DNS-323

- Simply slide in 2 SATA Hard Drives for up to 2,000GB of storage*
- Supports RAID 1 technology allowing you to backup and protect your important data
- UPnP AV for streaming, sharing and storing media files
- Can be used as an FTP server allowing you to access your data securely over the internet



* Hard Drives Sold Separately.

www.dlink.com.au | www.dlink.co.nz

D-LINK AUSTRALIA Sales: 1300 700 100 | Support: 1300 766 868
D-LINK NEW ZEALAND Sales: 09 356 2158 | Support: 0800 900 900

D-Link®
Building Networks for People

Copyright © 2009 D-Link Australia Pty. Ltd. All rights reserved. D-Link and the D-Link logo are trademarks or registered trademarks of D-Link Corporation. Specifications are subject to changes without notice.

Danny Gorog
is wondering when Apple will expand its product line to include car stereos, white goods and TVs.

Pocket a high-def shooter

It's easy to spend more than a thousand dollars on a high-definition video camera. But how would you feel if I told you that you could buy a high-definition video camera from Kodak that easily fits in your pocket, records for up to 10 hours, weighs only 90gm and costs only $299?

The Zx1 is Kodak's first move into the burgeoning market of pocket video cameras (actually, it's new only in Australia, Kodak's first release, the Zi6, was restricted to the US). Pocket video cameras are a different breed to regular handycams. For one thing, they're a lot cheaper, a lot smaller and a lot easier to use. The Zx1 does two things, records and plays video. There's a digital zoom, but it's there only to provide a tick in a feature box.

The Zx1 is also built tough and Kodak claims it is resistant to rain, snow, sand and dirt, making it ideal for Australian conditions.

I didn't subject my trial unit to anything like that, but I did give it to my 3-year-old son who seemed unable to destroy it. In fact, more than not destroy it he was actually able to use it – no surprise given that the centre button, the one that's big and red, is all you need to press to get the camera to record.

Apart from the record button there are other controls on the camera that let you zoom (don't get excited, it's only a 2x digital zoom), navigate through your clips, or delete the movies you've already taken.

There are choices when it comes to recording. By default, the Zx1 records at 30 frames per second in 720p HD mode but you can change this to either 60fps HD or VGA (640x480). The Zx1 can also be used as a still digital camera but it's only 3-megapixel. The two HD modes record in 16:9 ratio while VGA is the more traditional 4:3 aspect ratio.

Kodak were kind enough to include 128MB of onboard memory, enough for about a minute of HD recording, but not enough for anything more than, so you'll need to BYO SD card (not included in the box). However, Kodak includes an HDMI and AV cable so assuming your TV has either of these inputs you'll easily be able to plug your camera in to watch your footage.

The question I received most when I showed the Zx1 to my friends was whether it could replace their handycam. The answer depends on what you're trying to do, and who's doing it. Because of it's diminutive size (50x107x20mm) the Zx1 fits easily into a handbag or pocket and it's super easy to use. In bright daylight, the video quality is certainly adequate and better than older DV cameras.

If you're intending on using the camera at night, think twice. Any movies you capture in low light will be noisy, grainy and generally unwatchable.

Unlike other pocket video cameras, the Zx1 records in native H.264 MOV format so you'll be able to play back your movies in QuickTime and import them via the File -> Import menu in iMovie. That's a real bonus for Mac users and says much about the increasing standardisation on H.264 as a popular format.

But as good as the new iMovie is for making movies I suspect most consumers who buy a pocket video camera just want to be able to save their footage to the computer and share it with friends via email or a site such as YouTube.

Kodak doesn't provide any Mac software in the box but there are options if you want something less complex than iMovie. One such program that I've been playing with is called Clipstart.

Think of Riverfold Software's Clipstart as iPhoto for your movies. Clipstart can import movies directly from your camera, help you tag and sort them, and let you upload them to Flickr or Vimeo (there are plans for YouTube support in a future version).

You can also use Clipstart for basic trimming. For instance, if you want to upload just a small portion of a clip you can trim the section you want and upload it, without actually changing the original clip in your library.

Clipstart costs $37 and is available in a trial version that is restricted to the uploading of three movies and the tagging of 30.

Hotlinks

http://www.riverfold.com/software/clipstart/
Riverfold software

AUSTRALIAN

Macworld

Whether you're new to computers, or just new to Mac, or whether you're an experienced Mac user looking to hone their skills – you'll find the book of value

GRAB YOUR COPY NOW

SUBSCRIPTION:
1800 804 160
Corporate Deals Available
subscriptions@niche.com.au
www.niche.com.au/magazines/view/MB

IT'S GOLD, GOLD GOLD!

Panasonic has announced the release of its Gold and Silver Series SDHC memory cards to meet the growing consumer demand for high-capacity media in the High Definition age, ensuring high reliability and superior speed performance.

The Panasonic Gold Series is the first to adopt the new Class 10 speed specification standardised by the SD Card Association, designed to accommodate future advancements in higher resolution consecutive shooting and High Definition video recording and playback.

Translation? These cards are built for speed. They're available in capacities from 4GB to 32GB.

Panasonic Gold, Silver series SDHC cards
RRP: 4GB, $64.95, 32GB, $699
Panasonic Australia
www.panasonic.com.au

CRUCIAL COMPETITION

The competition is gaining pace in the market for Solid State Drives and Crucial offers evidence here of the increasing affordability of this drive type. Crucial's SSDs are available in capacities of 32GB and 64GB in an industry standard 2.5in enclosure with an industry-leading native SATA 3.0Gb/s interface. Lexar has teamed with Crucial to deliver the SK01 external drive kit, which enables the Crucial SSD to be used as a desktop storage device.

Crucial SSD
RRP: 32GB, $102.85; 64GB, $218.55
Crucial
www.crucial.com/ssd

RUGGEDISED DATA

LaCie has updated its LaCie Rugged Hard Disk, design by Neil Poulton. The rugged XL doubles capacity to 1TB and comes with a complete software bundle for easy formatting with LaCie Setup Assistant as well as Genie Backup Assistant for Windows users and Intego Backup Assistant software for Mac users.

LaCie XL 1TB Rugged Hard Disk
RRP: $299
LaCie
www.lacie.com.au

POWER FOR PRIMATES

Portable power has never looked better with the arrival of the Powertraveller range of portable chargers, which includes a solar-powered charger, the Solarmonkey, pictured right plugged into its "monkey nut", which reserves redundant energy from the main charger.

Among the range is the Powergorilla ($374.99, pictured on the front of Gadget Central), the most powerful charger in the range, which provides up to 2.5 hours of charge for a laptop, and up to 20 hours for other devices.

Other chargers include the Powermonkey-classic ($74.99), a versatile charger providing up to 96 hours standby on a mobile phone, 40 hours for an iPod, or six hours for a Sony PSP; and the Powerchimp ($49.99) which can juice rechargeable batteries via USB.

Powertraveller chargers
RRP: $39.99 - $374.99
Available at David Jones
https://powertraveller.com.au

SECURE STORAGE ON A STICK

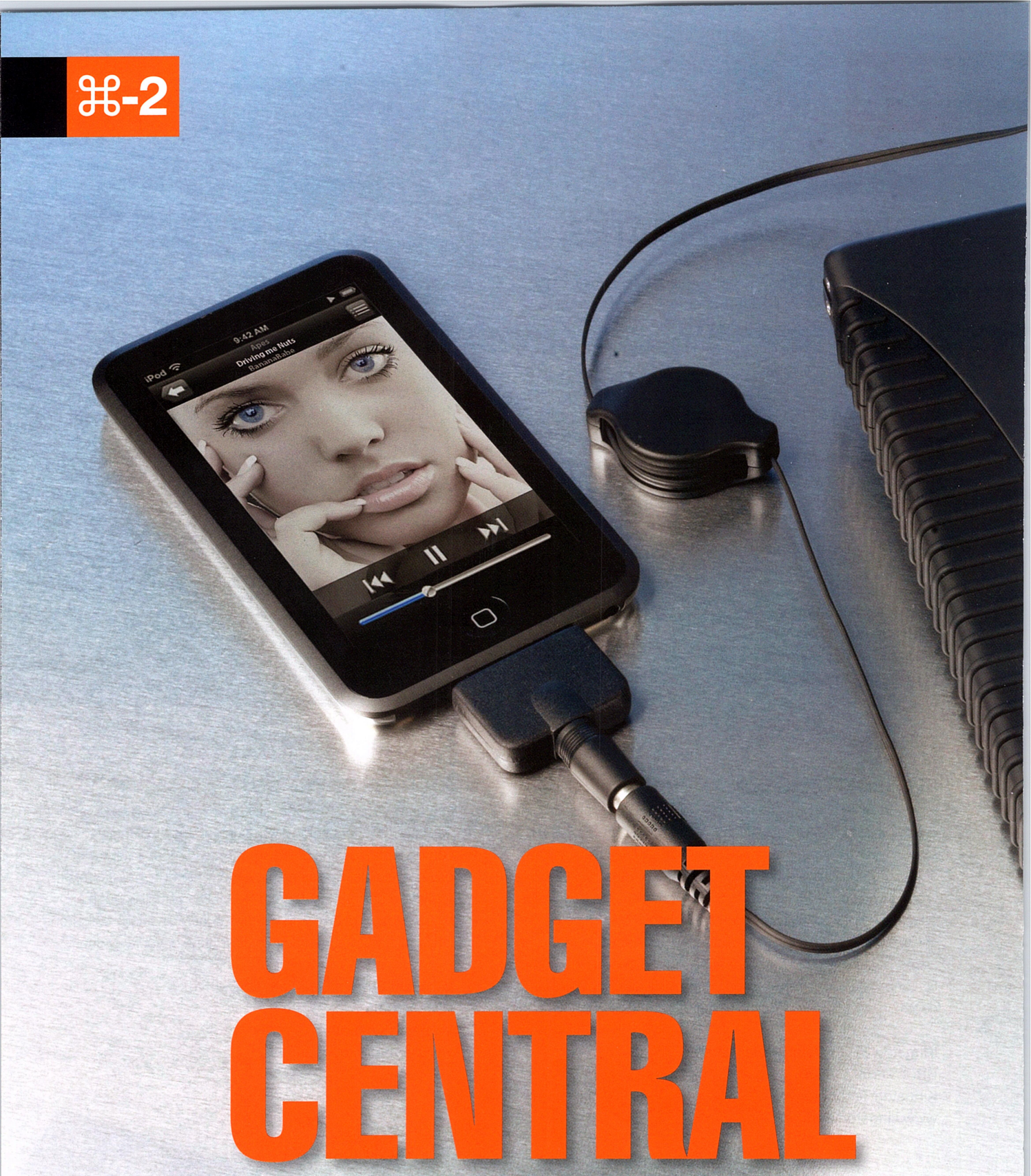
Kingston Technology has announced today its DataTraveler Vault – Privacy Edition (DTVP) USB Flash drive is now compatible with Apple Mac operating systems (OSX 10.4x – 10.5x). Data stored on the DTVP is secured by hardware-based, on-the-fly, 256-bit Advanced Encryption Standard (AES). The drive has fast data transfer rates and is protected from brute-force attacks by locking down after 10 unsuccessful login attempts. After lockdown, a re-format is necessary to make the drive operable again. For additional protection, the DTVP is made of aluminium and is waterproof up to a depth of 1.2m. The Vault comes in sizes from 2GB to 32GB.

Kingston 32GB Datatraveler Vault
RRP: $1139 (32GB)
Kingston Technology
www.kingston.com/anz/

STORAGE ON THE GO

Verbatim's Store 'n' Go Micro USB drive features new System in Package (SIP) technology, which integrates all of the electronic components into one of the smallest and most reliable USB drives available. Resistant to everyday handling, dust, moisture and static discharges, Store'n'Go Micro is small enough and tough enough to take with you everywhere. Includes cell phone lanyard for easy attachment to cell phone or your key ring.

Verbatim Store'n'Go Micro USB drive
RRP: $29.95
Verbatim Australia
www.verbatim.com.au



GADGET CENTRAL

Gear, gizmos and goodies for your Mac, iPhone or iPod.

Powertraveller portable chargers keep you on the move, see over for more information.

Powertraveller's Powergorilla portable charger.

TURN TABLES ON VINYL

Home entertainment brand Akai has launched the latest addition to its product line-up with a new range of USB turntables. Models in the range enable users to play back their vinyl records through their sound system, with the USB output providing a simple way to record and archive your record collection.

The highlight of the range is the ATT023U turntable, which features a unique direct recording function. This enables users to record their vinyl music directly to a USB hard drive – without using a PC.

Akai turntable
RRP: $449.95
Audion Innovision
www.audion-mm.com

BUILT FOR FUN

Why hasn't someone made a laptog bag with pouches for USB drives and cords and stuff like that? Would seem an obvious design choice, right? BUILT has answered the call with products that fit the bill. The Cargo laptop sleeve comes in two sizes to suit 13in and 15in laptops and the Peanut is a USB pouch that can attach to a keyring or the zipper pull of the Cargo.

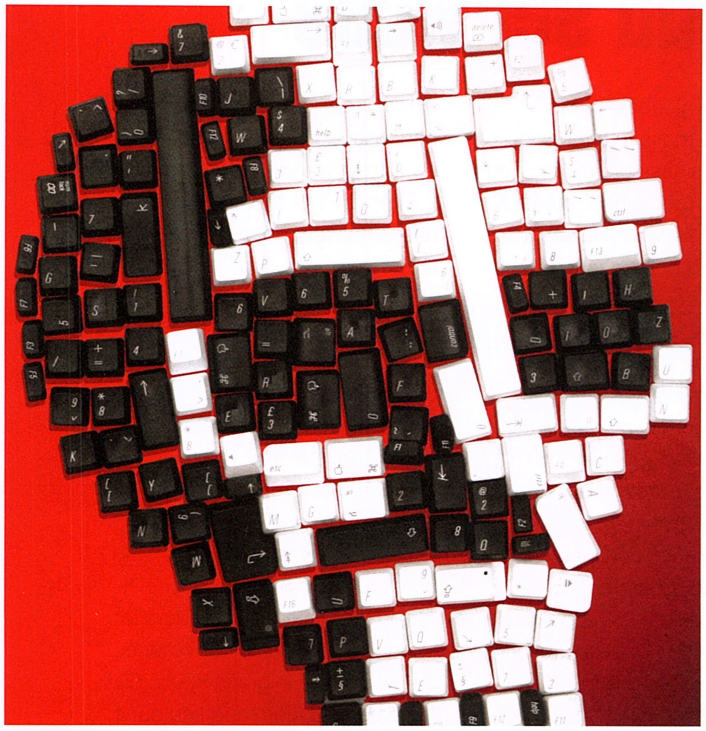
BUILT laptop sleeves
RRP: Cargo (13in), $64.95; Peanut, $14.95
BUILT
until.com.au/stockists

SOFTPROOFING STANDARD

The issue of ISO colour standards for accurate softproofing on monitors used in the graphic arts industry has been debated for some time. Now, EIZO Oceania announces the availability of EIZO ColorEdge monitors for deploying in softproofing systems that are FOGRA certified.

The introduction of FOGRA certification for softproofing systems completes the loop in graphic arts creation, image processing and production. Colour and content can be assessed on approved, calibrated monitors set to emulate ISO 12647 standards, PSO, FOGRAcert and other standards.

EIZO softproofing system
RRP: POA
EIZO
www.eizo.com.au



NO BONES ABOUT IT

This eye-catching design may look like a skull from a distance but a closer look reveals plenty of geek cred. The skull mosaic graphic is comprised of keyboard caps. The design is just one from a fun range by UK designer Rubyred and available to order from the designer's website.

Rubyred T-shirts
RRP: $32.95 (plus shipping)
Rubyred Design
www.rubyreddesign.co.uk

SONY'S NEW SHOOTERS

We think Sony has a fixation with releasing new product. It seems every couple of weeks there's something new, but when it comes to the Alpha range of DSLRs, we're always keen to see new models. The latest additions to the Alpha range are the 230, 330 and 380 DSLRs. Sony boasts the 230 is the world's lightest DSLR camera with a built-in image stabilisation system in its body. The 330 and 380 models incorporate Sony's unique Quick AF Live View technology for quick and easy live view operation.

The 380 sports a 14.2-megapixel CCD image sensor and all new models feature a menu system with an intuitive Graphic Display option and Help Guide, enabling users to effortlessly navigate through menus, functions and settings. The new Alpha cameras will be available this month.

Sony Alpha 380 DSLR
RRP: TBC
Sony Australia
www.sony.com.au

RAZER'S EDGE

Razer has unleashed the full potential of gaming mice by designing an ergonomic, lag-free gaming mouse with 2.4GHz gaming grade wireless technology, making it the fastest mouse both on and off the cord. With dual-mode wired/wireless functionality, the Razer Mamba lets users immediately and seamlessly switch from wired to wireless play. With first-in-class polling rates at 1ms compared to traditional wireless mice that poll at 8ms, players will have virtually lag-free gameplay. This one's for dual-booters only, it's not supported under OS X.

Razer Mamba gaming mouse
RRP: $299
Audion Innovision
www.audion-mm.com

Michael Jenkin
is a Windows guru who turned to the Mac for inspiration. We hold the iPhone responsible.

Dealing with cloud services

The future is bright in the cloud, or so the weight of evidence would suggest, but how do you step cautiously into the cloud for your household or business computing and storage needs?

Many are at the point of facing this dilemma. With faster computers, more online storage and huge high-speed network backbones crossing the earth, is this the next evolutionary and logical step that you should take?

In the first instalment of a two-part article, I'll provide you with the best advice I have to offer.

Initially, you should look at this from two perspectives: What do you need? And what will you get?

Do you need to be able to use any computing platform to access this service? Are you likely to be overseas in a web café, surfing on an iPhone, using your home Mac or maybe a work PC? If so, a web application based on platform-specific solutions such as Microsoft ActiveX or SharePoint will likely fail to suit all devices. You need to look at Web 2 technology, including the platform-agnostic Java and Ajax.

Additionally, do you need to be able to get your data into and back from a cloud-based service? Will the service be a database wizard that gives you an import feature, but will it then limit your access to the services via online portals? Do you need the raw data in your hands? Do you require a "special needs" version of the site? Does the service require customising to suit your business needs? Is your broadband fast enough to support heavy use of the service? How many people will be using it simultaneously from separate locations? What about from the same office location?

You need to think about what attracts you to move to the cloud, about your business processes and infrastructure. You need to create a "service" wish list and you need to be creative and believe that great things can be done.

Pare it down. Now that you have your list (maybe 20 items that are centred on you and how you need to work), cross off half of the items that you can live without. We don't all have fast broadband, we don't all have the latest computers, and we don't all have access to programmers to manipulate our data in the perfect way, so the smaller list you are left with, the more likely it is to be closer to what you can achieve.

From a business point of view, you need to find the correct online solution, review the vendor's information and scrutinise what you will get for your hard earned money.

If you're planning to migrate key business functions to a cloud application (for example, your business accounts, stock control or CRM), then there are two key issues you'll need to address first.

How easy is it to upload your existing business data to the cloud application? You need to ask the cloud service provider what data and file formats they support. You can expect support for formats from a wide range of popular applications to make exporting and uploading as seamless and easy as possible. You may need to additionally investigate a third party solution to take your data, modify it and then finally upload it.

Check quality of support. Good cloud solutions have online tutorials explaining, in detail, how to upload and sort data. You need confidence in the support mechanism involved because, during your migration, it will help you with your data issues.

Strength in technical support raises the second migration issue. Often these solutions have help systems backed with user forums. Ask the provider if they have a technical team to guide you through the migration and upload process, as well as through initial use of the cloud applications.

Look for information about usability and any user feedback using online search engines, and then look for client references. It is normal practise for vendors to acquire testimonials from clients, specific to the migration task. Quiz the helpdesk team and find out if they have a phone number you can call for support. Do you mind using a web-based forum for support? Do you want someone local you can call?

Find out how well they are staffed in the support centre. A reputable cloud company will have a strong technical team eager to talk to you – after all, their goal is to help you ease into the cloud. They want to take away your local IT support headaches.

The next step. With migration planning out of the way, you next need to consider the life cycle of your application.

Once you have your information in the cloud, your thoughts will turn to maintaining your data. You may think about its integrity, safety, recoverability and, if required later, extraction into something you can use down the track.

Next month, I'll look further at this question and the steps to take once your data is in the cloud.

In the meantime, you should get busy planning.

iSkin

"The Cool in You"

iSkin touch for iPod touch **$49.95**

iSkin Vibes for iPod nano **$39.95**

iSkin solo FX for iPhone 3G **$49.95**

iSkin Cerulean F1+TX

Wireless Stereo Bluetooth Transmitter & Headset.

$249.95

iSkin Cerulean F1

Wireless Stereo Bluetooth Headset.

$149.95

iSkin Cerulean TX+RX

Wireless Stereo Bluetooth Transmitter & Receiver.

$229.95

iSkin Cerulean X1

In-Ear Noise Isolating Earphones.

$149.95

iSkin Cerulean X1

In-Ear Noise Isolating Earphones.

$149.95

iSkin Cerulean XLR

Advanced Two-Tone Earphones.

$49.95

AUTHORIZED DISTRIBUTOR

www.monstamac.com.au

Available at the below Resellers and others.

My Mac Sydney
Apple Premium Reseller
20 Bronte Road,
Bondi Junction, NSW, 2026
(02) 8383 1600
www.mymac.com.au

Lightforce Computers
Apple Authorised Reseller
1/10 Brigantine Street,
Byron Bay, NSW, 2481
(02) 6685 8796

Talk To The Mac
Apple Authorised Reseller
32 Grafton St,
Cairns, QLD, 4870
(07) 4041 6000

Xero Computing
Apple Authorised Reseller
106 Elgin Street,
Carlton, Vic, 3053
(03) 9347 1066

My Mac Melbourne
Apple Premium Reseller
172 - 192 Flinders St,
Melbourne, Vic, 3000
(03) 9662 9666
www.mymac.com.au

PACK UP YOUR TROUBLES

Long way from one of Apple's Genius Bars? Never mind, help is at hand. Ted Landau reveals the tricks to being your own troubleshooting guru.

You can count on it. The time will come when something goes wrong with your Mac. And it'll be something you don't know how to fix yourself. That's when you'll likely consider a trip to your local Apple Store. There, at the Genius Bar, you'll find Apple-trained experts ready to help for free with whatever ails your Mac.

But that doesn't mean you should run to the Genius Bar at the slightest hint of trouble. The Genius Bar is the metaphorical equivalent of a hospital's emergency department – it works best when you save it for real emergencies, not for the computer equivalent of a skinned knee. And given a choice, wouldn't you rather fix a problem yourself than hassle with driving to an Apple Store – if that's a realistic option at all? Unless you live near the Robina store in Queensland or one of the two stores in Sydney or Melbourne, motoring to a Genius bar would be a very desperate move indeed.

The do-it-yourself approach not only saves you time, but also gives the geniuses at Apple stores more time to help people who truly have emergencies. I'll show you how to diagnose and fix common problems on your own. In the event that you really do need to take a trip to the Genius Bar, I'll also show you how to prepare so you can maximise your results in a minimum of time.

YOUR
FACE
HERE

QUICK FIXES
YOU SHOULD NEVER SKIP

One thing every good genius knows is that sometimes what looks like a complete computer meltdown actually has a simple fix. Here are a few tried-and-true remedies you shouldn't forget in the rush to try more complicated troubleshooting techniques.

Restart. Yup, simply choose Restart from the Apple menu. It's amazing how often this can eradicate whatever was bothering your Mac. Always try it first. Or you could choose to log out and log back in. That is sometimes just as effective at interrupting a stalled event that is preventing your Mac from doing its thing.

You may also be able to save time by instead quitting all the applications that you don't need to keep open. If the problem you're experiencing comes from your Mac having too little free memory, this might be sufficient to get the gears turning again. Web browsers in particular can eat up a lot of memory.

Repair your disk. If it doesn't appear that a single application is causing your troubles – for example, if all applications crash on launch – try repairing the drive using Disk Utility (/Applications/Utilities). Open the utility, click on the First Aid tab, and then click on Repair Disk (see First Aid for Failing Macs). Unfortunately, if the problem drive is your startup disk (which is almost always the case), you'll run into an immediate dilemma: the Repair Disk button will be dimmed and you won't be able to select it. To find out how to circumvent this obstacle, see "Make First Aid's Repair Disk command work".

Make sure things are up-to-date. Does a particular program consistently crash when you try to perform a particular action, such as saving a file? If the symptom doesn't occur with any other applications, check to see whether there's a newer version of the problem software. Often, a newer version of the software fixes some bug (or some conflict with other software) that is causing the symptom.

Many programs can now automatically check for updates on launch. Take advantage of this option. If you see a dialog box asking whether you want to check for updates, accept the offer. Other software comes with a separate update utility that can launch on a schedule. For example, look for the Microsoft AutoUpdate program in your Applications folder if you want to check any of your Office programs right away or set up a schedule. To check for updates from Apple, select Software Update from the Apple menu. You can set Software Update's preferences settings to alert you to new updates.

For a program that doesn't offer this sort of help, use your Web browser to check for an update, by going either to a site such as VersionTracker or to the website of the company that makes the software.

Ted's Top Tips

Here are the two things I'd recommend if you want to become your own Genius:

1. **Expand your knowledge.** Sometimes your Mac's hardware or software isn't the problem. Rather, you just don't know enough about how the program or device works. As one example, here's a Finder "problem" that often perplexes users: When you insert a CD, the disc's icon does not appear on the desktop. What's going on? Often, the solution is simple, as in this case. Navigate to Finder -> Preferences, click on General, and enable the option to show CDs, DVDs, and iPods. Try searching your Mac's or program's help files for these sorts of answers.

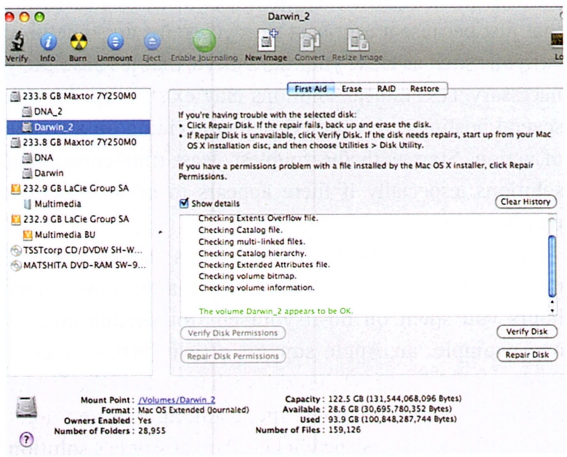
2. **Restart, unplug, replug.** Restarting your Mac can be a cure for a wide range of symptoms. The same principle applies to any other Mac hardware: a good first troubleshooting step is to unplug the component and then plug it back in. This is typically the equivalent of a restart for that device. For example, for any USB or FireWire device (such as a Web cam or an EyeTV), disconnect and reconnect it from its USB or FireWire port. If that doesn't fix things, and the device is connected to AC power, disconnect and reconnect its power source. As you are doing this, you can check in with System Profiler (/Applications/Utilities). If you don't see the device listed, it means the Mac is currently unaware that the device is connected. After each unplug and replug, select Refresh (Command-R) from System Profiler's View menu to see whether the device returns. It usually will.

Reinstall. If the misbehaving software turns out to be the latest version, there's a chance your copy of it may be corrupted. In that case, it might help to reinstall the software, by either downloading it from the web or reverting to the original CD with the software installer.

Unfortunately, reinstalling won't fix problems involving a program's support files. For example, numerous programs place files in youruserfolder_/Library/Application Support. Simply replacing the main program won't replace these support files. Sometimes even using an application's installer won't do it.

If the program came with an uninstall utility, uninstall and then reinstall it. Otherwise, you may need to search for support files (in Spotlight, search for items that contain the application's name) and remove them before you reinstall the software.

Do a Safe Boot. If your Mac crashes when you turn it on, hold down the Shift key at startup until you see the words Safe Boot appear on screen. In Safe Boot mode, the Mac performs checks and makes repairs much as it does when you run Disk Utility's Repair Disk feature. It also deletes the dynamic loader shared cache, a known cause of some "blue screen" start-up crashes. Even if you don't do anything else, Safe Boot may restore your Mac to its old self with the next normal restart. It's certainly worth trying.



First Aid for Failing Macs. Often you can solve seemingly complicated problems with simple techniques. For instance, use Disk Utility's First Aid feature to check whether a drive's directory is in order. If Disk Utility finds a problem and fixes it, make sure to run the utility again. Occasionally, a successful repair uncovers another problem needing a fix.

Otherwise, assuming the Safe Boot succeeded, you've at least temporarily bypassed the start-up crash and you can now do further troubleshooting, modifying or moving files as described in the remaining sections of this article. After you're done troubleshooting, restart normally.

Habits worth breaking

"Prevention is better than cure" goes the saying, and that holds true for your Mac. There are many bad habits that some users fall into that can lead to unexpected hardware and system behaviour.

Here are three worth avoiding in order to avoid a trip to a Genius Bar.

1. Shutting down using the power key. Yes, you can force a Mac to power off by holding the power key down. It's a last resort when a Mac completely freezes up. Users seeing it being done by a tech support person may think it's OK to do this as a matter of course. It's not. The normal shutdown procedure includes important system routines. Solution? Force a shutdown with the power key only when absolutely necessary. If possible, troubleshoot the problem that led to your Mac freezing to avoid repeating a forced shutdown.
2. Too-full hard drive. Some people think their hard drive's stated capacity equates to having a bottomless pit into which endless volumes of data can be dumped without consequence. Not so. As a general rule, a hard drive should not be more than 90 per cent full in order for OS X and other software to function properly. Solution? Scour your hard drive for large files you no longer need and delete them.
3. Haxies. A haxie is a utility that changes the default appearance or behaviour of OS X. When you first install one, there may not be an issue but a system update can compromise their effectiveness by changing system code the haxie relies on to do its thing. Consequently, a haxie can be the cause of instability, but not always straight away, which makes it easy to ignore the haxie as the source of the problem. Solution? Disable haxies or uninstall them as part of a troubleshooting routine, or learn to live without them.

THE BIGGEST TROUBLESHOOTING SHORTCUT

You've tried all the quick fixes with no luck. How can you sidestep the complicated parts of the troubleshooting process and zero in on an easy solution? Search the web. It's likely that you are not the first or only person to have experienced your problem, so chances are good that you'll discover solutions online. With a bit of luck and a dash of persistence, you can succeed most of the time.

Start with Google. If you can type in the exact text of your error message or otherwise summarise your problem using a few keywords, you're likely to get helpful results using Google. Use quotes to enclose exact phrases, which reduces the number of unwanted results. For example, if you type in the error message "the Preferences File could not be opened. The end of file was reached -39" one of the first few results will take you to an Entourage Help Page, which tells you what to do if you have a damaged Identity database file. If you instead just type "Entourage -39" you'll have to wade through a lot of information about HBO's Entourage TV series.

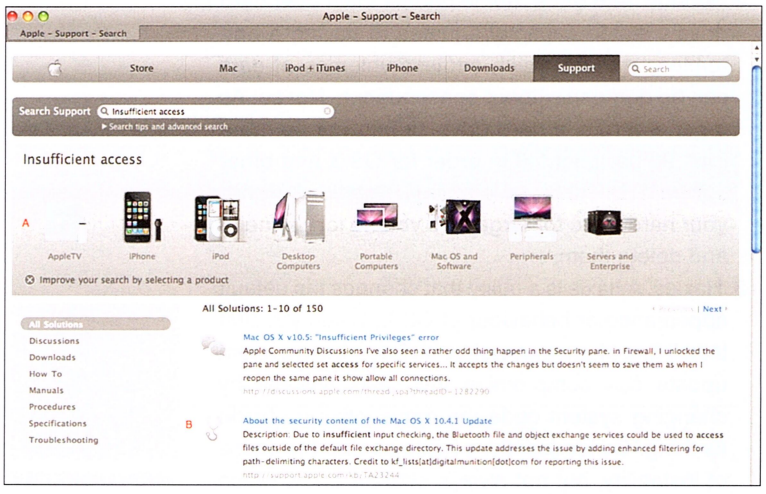
Try support sites. If Google comes up empty, search the support sites for the products that are giving you trouble. For OS X in general, or for any Apple products, there's no substitute for searching Apple Support. After you type in your search terms, the results will typically take you to articles in Apple's Knowledge Base and threads in Apple's Discussions section. The Discussions threads are often more fruitful, as they include tips from readers for fixing problems that Apple may not yet have officially acknowledged.

The Apple Support site gives you a number of ways to home in on the answers you seek. For example, as with most search engines, you can use Boolean operators. Include the word "AND" when you want to search for documents that include both of your search terms, for instance, "Macbook AND battery". Likewise, use "OR" to find either of two terms and "NOT" to exclude a certain term. Enclose specific terms with quotation marks. Also take advantage of the site's ability to limit your search to certain products. After you type in your search string, you may see a blue circle with a plus sign (+) in it next to the words "Improve your search by selecting a product". Click on this to reveal images of Apple's product line. Choose one to limit your search to just that product.

You may also find it useful to familiarise yourself with the icons Apple employs to show what sort of articles you've uncovered with your search. For instance, if one of your results has a stethoscope icon next to it, it's a troubleshooting document, which is a good sign it might contain the info you need (see "Find Answers with Apple Support").

Be prepared for some frustration. Not every fix you find online will actually work, at least not for your particular variation of the problem. And don't assume that just because a user post says you must do something extreme, such as erase your hard drive, that it's absolutely necessary. Less radical solutions may exist. Read through several postings on a subject before deciding on a course of action. Start with the simplest, least time-consuming solutions, especially if there appears to be a consensus that it works.

Using the Web, you'll find solutions that you would never discover on your own, no matter how many hours you spent on do-it-yourself troubleshooting. As one example, an Apple support article (http://support.apple.com/kb/TS1334) describes what to do if the Finder refuses to let you rename a file, claiming that you don't have sufficient access privileges. Part of Apple's solution requires that you enter the following command in Terminal (/Applications/Utilities) and press return: sudo chmod -RN ~`. Unless you are experienced with Unix (and perhaps not even then), this is not something that on your own you would have thought to do.



Find Answers with Apple Support. Looking for help? The Web might hold the answer. The Apple Support site lets you search using Boolean search operators such as AND, NOT, and OR. To drill down further, you can limit your search to a certain product family (A). The site also gives you visual clues about what type of information you've uncovered. For instance, a stethoscope icon indicates troubleshooting documents, while speech bubbles indicate information from the user forums (B).

Make First Aid's Repair Disk command work

Disk Utility's First Aid feature represents one of the oldest and most helpful repair utilities available for your Mac. But before you launch the application, a word of advice: To get it to repair your current startup drive, you'll first have to jump through some hoops. First Aid cannot repair an active startup drive. This is why you won't be able to click on the Repair Disk button when you select your startup drive for repair. There are several ways to deal with this issue.

Click on Verify Disk. The Verify Disk button usually works even if Repair Disk doesn't. Click on it if you can. If the results say that everything is OK, you can bypass Repair Disk. Unfortunately, using Verify Disk for the startup drive is still a bit buggy; you may find that the program stalls and never gives results.

Start up from another drive. Start up from the install DVD that came with your Mac (or a more recent version, if you've purchased one). Select Utilities -> Disk Utility. From here, you can choose Repair Disk for your normal startup drive. Alternatively, you can start up from a secondary bootable drive if you have one with Disk Utility installed.

If First Aid reports that it successfully made repairs, run the utility again. Occasionally, a successful repair uncovers yet another problem requiring a fix. When the results indicate that no further repairs are necessary, you're done.

Use single-user mode. If you can't locate an install DVD and don't have a second bootable drive, you can attempt to start up from your default drive in single-user mode.

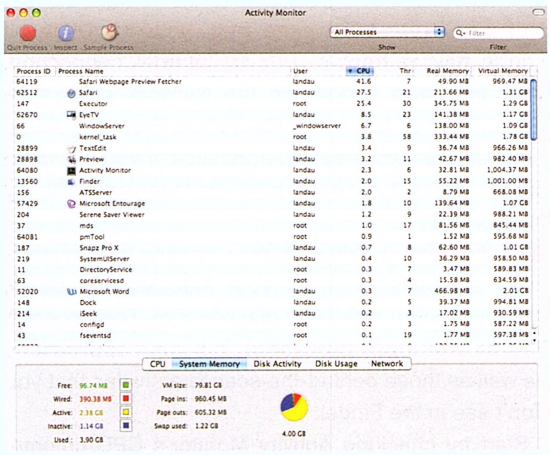
To do so, hold down Command-S at startup. If all goes as expected, the Mac enters a command-line mode that looks as if you're running an odd version of Terminal. Happily, you needn't know any Unix to get your job done. All you have to do is type "/sbin/fsck –fy". The resulting output will be similar to what you see when running Repair Disk from Disk Utility. If the utility reports that your drive is OK, or that it successfully made repairs, type "reboot" and you're back in business.

Get a little help. Kristofer Wildholm's free AppleJack makes single-user mode a bit more user-friendly. If you've had the foresight to install it, type "applejack" at the prompt. From the menu of options that appears, select "repair disks". Its other menu choices offer additional repair options.

Try Safe Boot. When you hold down the Shift key at startup, your Mac does a Safe Boot. The directory check this routine performs is essentially the same as running Repair Disk, except that you don't get any feedback about the results. That means you can't confirm whether your Mac needed repairs or whether repairs were successfully made. Still, as long as performing a Safe Boot cures your Mac, that probably doesn't matter.

If nothing works. If one of the utilities reports a problem but can't repair it, it's time to move up to a more robust repair program, such as Alsoft's DiskWarrior or Micromat's TechTool Pro.

Skip repairing permissions, most of the time. Disk First Aid includes an option to Repair Disk Permissions. This is a different and entirely separate procedure from Repair Disk. Essentially, Repair Disk Permissions returns the Unix permissions Mac OS X installs for all files to their default values. This can remedy cases where you can't open, move, or delete files because of insufficient authorisation. Otherwise, it will likely have no beneficial effect. I rarely bother with it.



Is the Problem CPU Excess? Use Activity Monitor to see if one of your programs is gobbling up all your CPU power. While the processes at the top of the list shown here show CPU values that are a bit high, you don't need to worry about them unless they remain elevated for a sustained period, such as a minute or more.

TRACKING DOWN THE SOURCE OF TROUBLE

If the Web fails you and you're still not ready to quit, it's time to focus on finding the cause of the problem instead of just getting rid of the symptoms. With luck, what you find may eventually point the way to a solution. At the very least, you'll gather diagnostic information that may prove valuable if and when you wind up at the Genius Bar.

Use your troubleshooting account. When your computer is running smoothly, it's a very good idea to set up a separate troubleshooting account using the Accounts preference pane. Leave this account untouched and unused until things start to go awry.

For example, suppose you are having a problem where an application keeps crashing on launch. Log in to your troubleshooting account by selecting Log Out_username_ from the Apple menu, and then selecting the account from your login screen. Launch the troublesome application. Does it launch successfully now? If so, you've discovered a critical piece of information. You now know that the cause of the crash is almost certainly some file within your Home directory – the folder that holds all the files for your usual user account. (Your Home directory is labelled with a house icon and your user name.) You can move on to the next troubleshooting step.

Know when to quit. On the other hand, if you use a different account and the crash still occurs, you've learned that the source of the problem is probably outside your Home directory. As you've presumably already tried reinstalling the application to no avail, the problem is most likely in the /System/Library or /Library folders or perhaps one of the invisible Unix folders. Fixing problems such as these outside your Home directory can be tricky. If you're feeling intrepid, one of OS X's troubleshooting utilities may be able to help (see "Apple's advanced troubleshooting utilities"). For most people, though, a problem of this type merits a visit to the Genius Bar.

Apple's advanced troubleshooting utilities

If you're determined to find the cause of whatever ails your Mac before you throw in the towel and head to a Genius Bar, Apple offers numerous diagnostic utilities. Most of them are located in the /Applications/Utilities folder. Here are the ones I depend on most often.

Network preference pane and Network Utility. If you're having trouble with an Internet connection, your first stop should be the Network preference pane. Click on the Assist Me button. From the dialog box that appears, select Diagnostics. If you still need more help, and you have sufficient technical skills, try Network Utility.

Activity Monitor. When you're wrestling with system-wide problems, such as your Mac slowing down, Activity Monitor is the first place to turn. This program lists all your open processes, including applications as well as those behind-the-scenes activities that you don't see in the Finder.

Start by checking Activity Monitor's CPU column. If one application is consistently showing an especially high percentage (anything more than 30 percent would certainly qualify), it may be the source of your problem. If it's an application you know you can safely quit, highlight it and click on Quit Process. Otherwise, if you don't want to chance quitting something unfamiliar to you, restart your Mac.

Console. You can't fix anything with Console, but with a little determination you can use it to learn what needs fixing. Check the (admittedly arcane) Console and System logs. Here you might see the name of an open application, together with some error message that sounds as though it could be related to your symptoms. Even if the mentioned application doesn't appear to be related, quit it (especially if the timing of the message concurred with the symptom's appearance). If the problem goes away, you now know where to focus your energy as you do further troubleshooting.

System Profiler. The simplest and most straightforward of the lot, System Profiler provides a wealth of detail about the status of your hardware and software. Want a quick check to see if your Mac's RAM is installed properly? Need to know whether you're running the latest version of your printer's driver? Want to know who manufactured your DVD drive and whether it can read +R DL (double-layer) discs? System Profiler can answer all of this and more.

PROBLEMS YOU CAN USUALLY **SOLVE YOURSELF**

If you've confirmed that the problem is within your Home directory, you may be able to fix things on your own. Here are several common sources of trouble and ways to deal with them.

Root out corrupted preferences files. To find the preferences file for an application, look in _youruserfolder_/Library/Preferences. Once you've opened this folder, press Command-F and then limit your search to this folder by clicking on Preferences in the Search bar. Type the name of your program in the Search field. Look for a file with a name in the format com._vendorname_._programname_.plist. For example, for iTunes you'll see one named com.apple.iTunes.plist (see "Search for Troubled Preferences").

Drag this file outside its folder and relaunch the application. If the crash disappears, congratulations, you've found the culprit. Delete the .plist file you removed. You may next need to redo any custom preferences you set up for the application. If the crash still occurs, return the apparently OK file to the Preferences folder. If additional .plist files include the name of the application (as is the case with iTunes), you can next try removing them.

Dump corrupted cache files. Go to the Cache folder in your Library folder. Again, check for folders or files with the name of the crashing application. Delete them. If you can launch the application, a faster way to accomplish this task is to use the Empty Cache command that's built into some applications. For example, in Apple's Safari, select Safari -> Empty Cache.

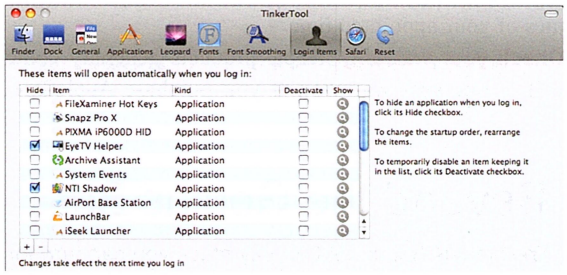
Purge problematic plug-ins. It's possible that there's a conflict between your crashing application and some third-party plug-in designed to work with it. For example, if you use Safari plug-ins, you'll find them in _youruserfolder_/Library/Internet Plug-ins. For Mail plug-ins, check _youruserfolder_/Library/Mail/Bundles. Remove plug-ins from their folder to see if this fixes the problem. If it does, check for updated versions of those plug-ins. Otherwise, determine which particular plug-in is the culprit and stop using it.

Rebuild the program's database. If your program uses a database or library, the problem may be a corrupted database. Many programs of this type offer a way to rebuild the database. For instance, with iPhoto, hold down the Command-Option keys when launching and select Rebuild The iPhoto Library Database From Automatic Backup in the dialog box that appears. If any of the other rebuild options seem relevant to your symptoms, check these as well. Similarly, hold down the Option key when you launch Microsoft Entourage to access the Database Utility. For iTunes, it's a bit more complicated; for details, see this Apple article – http://support.apple.com/kb/HT1451. For other programs, search the help info or read the documentation to find out whether a simple database-rebuilding procedure exists.

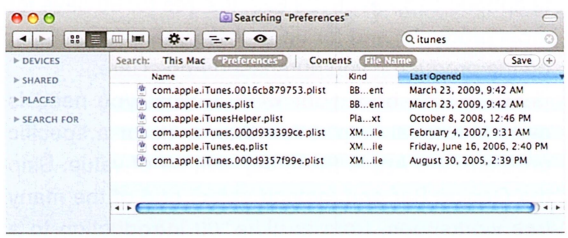
Check your login items. If your Mac is crashing at the end of the startup procedure while the desktop is loading, one of your login items may be to blame. Open the Accounts preference pane, select an account, and click on Login Items to see the list.

The easiest way to deal with login item problems is to install Marcel Bresink's free TinkerTool. Using it, you can easily deactivate and reactivate login items (see "Check login items"). If you log out and back in after each deactivation, you'll eventually determine which, if any, login item is the source of your trouble.

Fix your keychain. If programs inexplicably reject your passwords or you're having a problem that seems to be password related, launch Keychain Access (/Applications/Utilities). From the Keychain Access menu, select Keychain First Aid and try to repair the Keychain.



Check Login Items. If your problems appear during or immediately after logging in, a login item may be the culprit. To find out, use TinkerTool to deactivate each item in turn and see if any of them is the source of trouble.



Search for Troubled Preferences. If an application is behaving oddly, search for its preferences (.plist) file and remove it from the Preferences folder. This can provide an instant cure.

HOW TO MAKE THE MOST OF THE GENIUS BAR

At some point, if you work your way through these suggested fixes without success, you'll exhaust your patience. Less frequently, you might have a software problem that you can't figure out. In either case, the time has arrived for a trip to the Genius Bar. Here are a few suggestions for getting good results once you get there.

Bring Apple problems to Apple. Not surprisingly, the Genius Bar is best suited for problems with Apple products. If, for example, you know your problem is with Adobe Photoshop or a Canon printer, you're usually better off contacting the makers of those products than dealing with the Genius Bar. If in doubt (is it Apple's printing software or the Canon printer?) you can always let the Genius sort out whom to ask for help.

Make an appointment. Don't drop in at an Apple Store unannounced. The Genius Bar is incredibly popular. Just show up and you'll likely have to wait several hours before your name is called. If you arrive on the late side, you probably won't even have the option to wait. There won't be any more time slots open for that day.

You'll be much better off if you make an appointment for your Genius Bar visit via Apple's website. Arrive a few minutes early and check in with the concierge. In most cases, the Genius Bar will call you up within minutes of your appointed time.

Check your warranty. Apple products generally come with a one-year warranty. If you purchase AppleCare, that extends the warranty for another two years. For a product that's still under warranty, there's a good chance that Apple won't charge you for repair or replacement. Occasionally, it may offer a free repair or replacement even if the warranty has expired. It can't hurt to bring in your hardware and check things out.

If you expect to be paying for any repairs, you may face some difficult decisions. Many repairs cost almost as much as a replacement. Would you rather spend $1200 to fix your three-year-old MacBook or get a new one for $1649? Give this some thought before your visit.

Bring in the hardware. If possible, have on hand all the hardware required to demonstrate your problem. If this isn't practical, at least have the model names and serial numbers of the additional products. And, of course, bring your Mac with you.

Be prepared to leave everything there. If it turns out that your Mac needs a repair and you give the go-ahead, you'll probably have to leave your Mac with Apple. Don't even make an appointment for the Genius Bar until you know you can do without your computer for a few days. And back up the drive before you take off for the store.

The bottom line. Make an effort to solve problems on your own, and you'll often save yourself the time and hassles of a visit to the Genius Bar. If a trip does become necessary, prepare in advance and you'll likely go home smiling, with a Mac that's working again.

Beyond the Genius Bar

The Genius Bar is not the only place you can turn for help. Whether you don't have an Apple Store in your town or you're just not ready to jump in the car and go, you have options.

Try the telephone. You can still find old-fashioned telephone support at 133 622. It's free for 90 days for most products, and for up to three years (depending on the product) if you purchased AppleCare.

Learn more about your Mac. If what you need is general tutorial help rather than a fix for a specific problem, the Apple Store can still be of value. Skip the Genius Bar and instead select one of the many free workshops, from an iLife '09 introduction to a session about using Final Cut Pro. Each store maintains its own schedule. Find a store and link through to workshop listings via http://www.apple.com/au/retail/storelist/

Find an Apple authorised service provider. Lastly, you may consider bypassing Apple altogether and going to an Apple Authorised Service Provider. For many Australian Mac users, these providers will be more conveniently located than an Apple Store. Find them in the *Yellow Pages*, an online search, ask around among your Mac-using friends for a recommendation, or check the advertisements in *Australian Macworld.*

Check your status. You might like to know exactly where you stand before demanding service and repairs to your equipment by checking the status of your warranty at www.apple.com/au/support/serviceassistant/overview.html

FileMaker Pro 10

Manage people, projects, assets and more–the easy way!

Sleek new look. Intuitive new design.

FileMaker Pro 10

FileMaker Pro is the world's leading easy-to-use database application. Regardless if you're a Mac or Windows user – you can create and share information with each other through a network, over the web, or in popular formats such as PDF.

Get started quickly

With the award-winning ease of use built into every aspect of FileMaker Pro 10, installation and setup takes just a matter of minutes.

Reporting made easy

FileMaker Pro 10 comes complete with step-by-step reporting tools that help you (and your colleagues) make sense of all your data and automate those repetitive tasks.

Share in a couple of clicks

Safely share FileMaker Pro 10 databases with both Windows and Mac users. Plus control what data you let other people see - right down to a specific field.

Learn more, visit: www.filemaker.com.au/mac09/Products

© 2009 FileMaker, Inc. FileMaker and the file folder logo are trademarks of FileMaker, Inc., in the U.S. and other countries. Mac is a trademark of Apple Inc. registered in the U.S. and other countries. Windows is a trademark of the Microsoft Group of companies. All other trademarks are the property of their respective owners. The example companies, organization, products, domain names, email addresses, logos, people, places and events depicted are purely fictitious, and any resemblance to existing persons and companies is purely coincidental.

FileMaker.

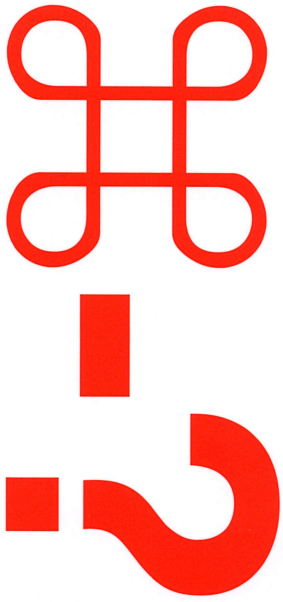
AUSTRALIAN Macworld

Over 24 years, Australia's Macintosh Authority

IT'S YOUR **MAC**. IT'S YOUR **WORLD**.

www.macworld.com.au

29739_3



Working with places

Derrick Story reveals how to get the most out of the mapping features in iPhoto '09

Until recently, if you wanted to search your image library for a specific photo, you had to scan your library manually, remember the date you took the photo, or spend a lot of time up front tagging your photos with relevant keywords and titles. But thanks to iPhoto '09, you can now also search by where you were when you snapped the shutter.

The Places feature takes advantage of geodata – longitude and latitude coordinates embedded in a photo's metadata. Once iPhoto knows where your photos originated, you can use the information to quickly track down shots from a specific locale or show off your travels to friends.

If you've been geotagging your images using GPS hardware, iPhoto '09 reads that data automatically. But for folks who haven't invested in geotagging hardware – and that's most of us – the true beauty of Places is that it lets you quickly add location data to pictures already in your iPhoto library.

Adding location data. To add geodata to a single photo, position your mouse over the image's thumbnail and then click on the "i" icon that appears in the lower right corner. This opens the Photo Info pane. Click inside the Enter Photo Location field and type the city, state, or country where the image was captured. Once that's done, iPhoto will offer at least one location in the list below the search field and display a Google map with a blue pin for your location. If the pin is in the appropriate spot, click on the Done button.

If the pin isn't in the right place, you can refine its position. Return to the Enter Photo Location field (you may need to delete your original search) and choose New Place from the popup menu, after which iPhoto opens the Edit My Places dialog box and puts your cursor in the Google search field.

From here you can enter a specific address or use additional search terms. Select the appropriate search result to see its location on the map. You can now drag the blue pin to a more precise location – for example, to mark exactly where you were sitting in the park. For a closer look at the mapped area, click on the plus-sign button to zoom in. Sometimes it's helpful to switch to the Satellite or Hybrid view to see the buildings and landscape for accurate pin placement.

When you have the blue pin where you want it, you might want to refine the name you use for the location in the list – for example, you could label your home address as "Home" or add the name of a specific building on your university campus. Just click on its name and type your description, then hit the tab key to enter it.

Get Smart. Smart Albums can be created using a wide range of metadata, including location metadata. Here, all images in the Smart Album were tagged with the "Melbourne Park" location tag.

If this is a place you visit often, click on the plus-sign symbol in the label field to add it to your My Places list. This lets you quickly add this location to other photos – think of it as a bookmark for geotagging.

If you want your blue pin to encompass a larger area, such as an entire park, you can enlarge the shaded circle area around the pin by grabbing its handle and dragging outward. When you're done, click on the Assign To Photo button.

Speed tagging. You'll get the most out of iPhoto's Places feature if you assign location data to your entire library. That may seem like a daunting task, but there are some ways to save time.

Work in batches. You're not limited to tagging one photo at a time. To add a location to multiple images at once, shift- or Command-click on the photos you want before clicking on the "i" icon on any selected thumbnail.

You can even tag an entire event in one go – or multiple events, to really speed things up. Simply click once on the Events icon in the Library pane (or shift-click to select multiple events) and then mouse over an event's thumbnail to reveal the "i" icon. When you're done, iPhoto adds the location data to all of the included images. One warning: if you merge an event you've batch-tagged with another, your photos may lose all of their geotags. In that case, you're better off tagging the photos individually.

Create bookmarks for your favourite places. If you know ahead of time that you'll be tagging pictures at specific locations – for example, at places you frequent – you can create geo-bookmarks for them in the Edit My Places dialog. Go to Window -> Manage My Places, click on Google Search, and enter a location in the search box.

After you select the one you want from the results list, click the plus-sign button to add it to the My Places list. Want to mark several places in the same area? To quickly add another location nearby, click on the Drop Pin button. This creates a new blue pin that you can move around, then you can add it to My Places. If you later decide to delete a location, you can remove it from the list in Edit My Places by clicking on the minus icon in the label field.

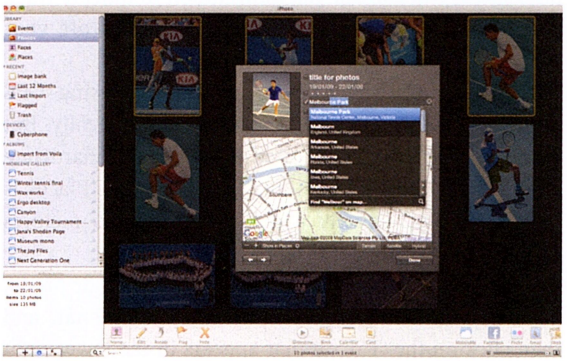
Use the arrows. If you find yourself opening and closing the Photo Info box as you move from picture to picture, you'll be happy to know that you don't have to leave it to tag the next image or event. Just use the left- and right-arrow keys to navigate through your photos. You'll find that you can work on a series of pictures more quickly this way.

Under the hood. When you specify a location using the Photo Info window, iPhoto adds latitude and longitude coordinates to the GPS section of the image's metadata. This is typically an area that users don't have access to but iPhoto also adds descriptive location labels that include the country, state, and city. You can see these coordinates yourself by clicking once on a tagged picture in iPhoto, then pressing Command-option-I to reveal the Extended Photo Info panel.

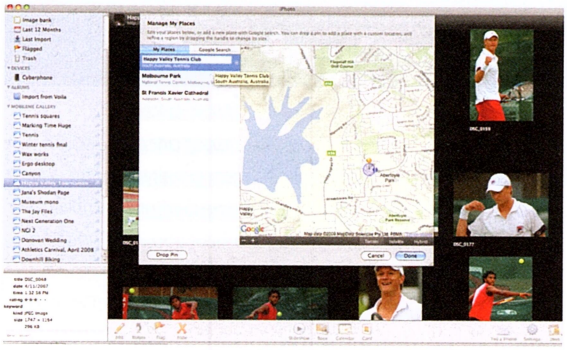
Taking geotags to Flickr

You can use iPhoto's built-in Flickr uploader to send geotagged images to your Flickr page (the site offers a Map feature for viewing tagged images).

Just keep a few things in mind. First, make sure the Include Location Information For Published Photos option is turned on in iPhoto's Web preferences. You must also open your Flickr account's Privacy & Permissions section and set the Import EXIF Location Data option to Yes. Finally, make sure you're using the latest version of iPhoto (currently 8.0.1).



Automagic place names. Tagging places in iPhoto is easy. Simply begin typing the name into the location field and iPhoto will automatically suggest potential map references.



Batching it. You can create a location independently of an image using the "Manage My Places" window in iPhoto. Once created, the location can be assigned to a selection of images, even an Event, by accessing the image (or Event) location details by clicking on the image's "i" icon.

Find missing places

Want to quickly find all of the photos not currently tagged with a location? Create a new Smart Playlist (File -> New Smart Playlist), name it something like "Needs a Place", and then set the conditions to read: "Photo Is Not Tagged With GPS", then click OK.

The resulting Smart Playlist will contain every photo you've taken that doesn't have a location set — regardless of whether that location was set via a GPS chip in the camera, or by you manually setting its location in iPhoto '09.

Because this valuable information is now safely nestled in the GPS metadata, it can travel with the image, even when you export it out of the application. To keep the coordinates intact when you export images from iPhoto '09, be sure to check the Include Location Information box in the Export dialog (File -> Export). You must also give approval for images that you publish directly to the Web by going to Preferences -> Web and turning on the Include Location Information For Published Photos option.

Of course, there may be times when you don't want this data to travel with your pictures. For example, you may not want the world to know where you live when you publish photos of your son's birthday party. So remember, you're in control. To make sure you never accidentally publish geodata with your images, consider leaving the options for including location data unchecked by default.

Putting the data to work

You can reap the benefits of your geotagging efforts in many ways. Start by clicking on Places in the Library pane, and then click on the map view icon (it looks like a globe) in the lower left corner. Next to it is the Zoom All button that adjusts the map to show pins for all the images you've tagged in your library. This provides an overview of where you've taken your pictures. Mouse over any of the pins, and a label appears describing that area.

You can zoom in on an area by double-clicking on it on the map or by adjusting the zoom slider in the lower right corner of the window. You can zoom out using the slider or by control-double clicking on the map.

To see the photos associated with a specific pin, select the pin and then click on the right arrow next to the pin's label. All images tagged with that locale appear as thumbnails in the browser window. If you want to broaden your field, click on the Show Photos button instead. A display of thumbnails of all images taken within the area you have displayed on the map will appear, even if they are associated with different pins.

If you find the map difficult to work with, try switching to Places' list view (the grid icon). Four columns appear at the top of the browser: country, state, city, and specific location. If you click on any of the labels in the list, iPhoto displays the images that are in that location. I think this is the fastest way to find images in a specific place.

Using smart albums

After you've added geodata to your images, you can use smart albums to pull photos together from this data. There are two ways to do this.

Current view. First, in any map view, you can click on Smart Album at the bottom of the interface, which prompts iPhoto to create a smart album with all of the photos from the visible locations. This is useful for gathering photos of your neighborhood, for example.

Custom albums. You can also manually create a smart album (File -> New Smart Album) that takes advantage of the new "Place" search condition. Select File -> New Smart Album, choose Place from the far left popup menu, and then type a country, state, or city in the text field on the right. Click on OK, and iPhoto will search the location data of each photo in your library and round-up the appropriate images.

So, for example, if you return home a few times a year to visit your family, you could use this feature to build a location-based album that contains all of the photos you took during your visits. And the best part is, the smart album will be automatically updated as you tag images in the future. Now that's a sweet place to be.

Derrick Story publishes a weekly photography podcast called The Digital Story (www.thedigitalstory.com) and is the author of several photography books. Look for his iPhoto '09 training series on Lynda.com.

⌘-?

STM Query of the month

Bent out of shape over folders

I'm a new Macbook owner and was wondering if it was worth transporting my folder set-up and filing habits over from the PC way, or if there was a way to do it and better utilise the format in which the Mac's folder array is set. For example, I don't need to designate separate Program Files folders for all my applications now I've gotten used to the one central Applications folder. I thought I could take this philosophy further. I should make clear I have not yet tried the Smart Folders stuff — that may be something I can use to my benefit but thought I'd ask this question first.

Marttin
via AMW forums

I went through a similar quandary when I first switched and I have heard the complaint from a few other switchers, namely "where does everything go?" or, as one friend termed it: "I don't like how there is no structure". It does take a bit of getting used to, but as I look back now I can't really remember the issue, just the feeling I had about it.

Basically, feel free to manage your folders to your own preference and after a few days/weeks you'll have found out the best way that works for you. Also, Spotlight can become your best friend. Using Spotlight can greatly reduce the need to have very organised folders. The Get Info command allows you to assign Spotlight tags to file if you want specific keywords instead of filename or contents. Spotlight can also speed up launching applications, just press command-space bar keyboard shortcut and type the first few letters of the name of the application, which consequently pops up in a list. — Dylstra, via AMW forums

Each month STM (02 8338 0222) gives a medium Rogue backpack to the Australian Macworld *reader who send in or posts to the forum the most intriguing query.*

STM's medium rogue backpack creates mischief for would-be thieves by concealing the laptop compartment from view and hiding it in an internal wall of the bag – so nobody knows you're carrying a laptop except you.

Medium rogue features STM's unique protection system, cushioning the laptop with high-density padding and a foam suspension cradle. Its clean design makes the backpack ideal for streetwear as well as the boardroom.

Send your query to amweditor@niche.com.au or post in the forums at www.macworld.com.au/forums. All queries and solutions are the sole property of Niche Media.

Import Old Contacts into Entourage

I have some of my contacts in an old version of Apple's Address Book and some of them in AppleWorks. However, I now run OS X 10.5.6 and use Microsoft Entourage 2008. How do I get the information out of those older programs and into Entourage?

Donna Younglove

Importing contacts from Address Book into Entourage couldn't be easier. In Address Book, choose the All entry in the Group pane, select File: Export: Export Group vCard, and save the file to the desktop. Open Entourage, select the address book icon at the top of the window, and drag the vCard file you created into the main window. This adds the contacts contained within the vCard to Entourage.

Bringing over contacts from AppleWorks (which Apple has discontinued) is just the tiniest bit trickier.

Most likely, your addresses are stored in an AppleWorks database. Launch AppleWorks, open that database, and go to File: Save As. In the Save dialog box that appears, choose ASCII Text from the File Format pop-up menu, save it as a document, name the file, and click on Save.

In Entourage, go to File: Import. In the Import window that appears, choose the Contacts Or Messages From A Text File option and click on the arrow icon. In the Choose A File Type window, select Import Contacts From A Tab Or Comma-Delimited Text File and go to the next window. In the Import Text File window, navigate to the AppleWorks file you just created and click on Import. This brings up an Import Contacts window. Here you'll drag entries from the Unmapped Fields column on the right to the corresponding Mapped Fields entries on the left.

For example, if an Unmapped Fields entry reads Smith: Jones, drag it next to the Last Name field on the left so that the two names appear next to each other.

Do this for all of the entries in the Unmapped Fields column. When you're done, click on Import.

Note that after you import these contacts, Entourage will ask if you'd like to save this mapping. If you plan at some point to import other contacts from AppleWorks, you should say yes so that you don't have to do all this field mapping again.

The next time you import address files from AppleWorks, all you have to do is choose your saved mapping from the Map Fields Using pop-up menu that appears at the top of the Import Contacts window.

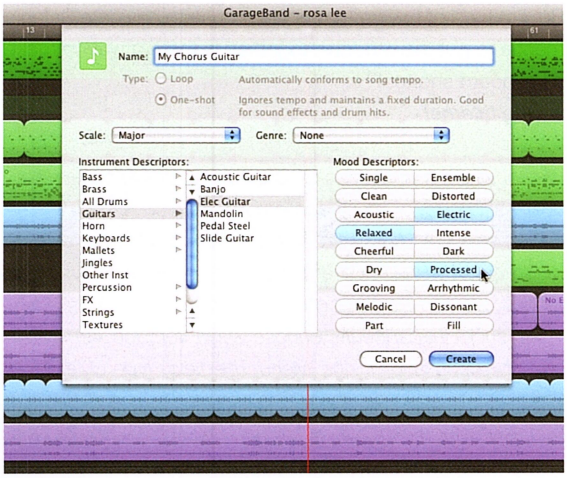
Convert GarageBand tracks to electric guitar tracks

I have some old GarageBand projects that include electric guitar parts that I used to play using my MIDI keyboard using GarageBand's software instruments. I now have moved up to GarageBand '09 and would like to use the new guitar amps and stomp boxes with these tracks because they're so improved. Is there a way to convert these tracks so I can use them with the new amps and stomp boxes?
Glenn Henderson

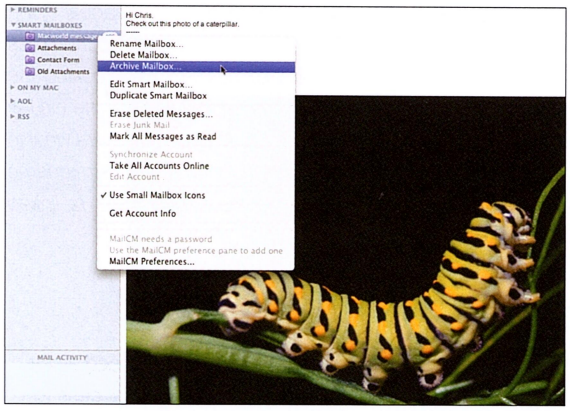
Apple's GarageBand '09 doesn't provide an obvious way to do it, but yes, it's possible. Select the track you want to convert in GarageBand and choose Edit -> Add To Loop Library. In the sheet that appears, name the track, assign to it any descriptors you like - "Guitars/Electric Guitar/Grooving," for example - and then click on Create. The track will be added to GarageBand's collection of loops.

Click on the plus sign (+) button in the lower left corner of the GarageBand window to add a new track, select Electric Guitar in the resulting sheet, and click on Create to create a new Electric Guitar track. Choose Control -> Show Loop Browser to expose GarageBand's loops. In the Search field at the bottom of the browser, enter the name of the track you added to the loop library. Drag this track into the new Electric Guitar track. When you do, it will be converted to a real instrument (digital audio) track. Once you're in the Electric Guitar track, you can apply GarageBand's amps and stomp boxes to it.

If you have a real instrument track to begin with rather than a software instrument, you can simply create a new Electric Guitar track, select the contents of that real instrument track, and then Option-drag them to the empty Electric Guitar track to copy those contents to the new track.



Converting a GarageBand Loop. You must first convert software instrument tracks to real instrument tracks before you can use GarageBand '09s guitar amps and effects.



Archiving Mailboxes. You can use Apple's Migration Assistant to move all your Mail messages and settings to a new computer, or you can archive Mail's mailboxes individually, as seen here, and then move these to the new computer yourself.

Back up and restore Mail archives

How do I correctly back up my email files on my old computer and then restore them to my new MacBook Pro?
Javier Campos

When you set up your new laptop, you can simply connect your old Mac to your new MacBook Pro via a FireWire cable and let Apple's Migration Assistant do the dirty work. When you first start up your new laptop, you'll be prompted automatically to use Migration Assistant and then provided with instructions on how to set it up. (If you choose not to migrate when you first set up the laptop, you can do so later by running Migration Assistant, which lives in the /Applications/Utilities folder.) When the utility copies your user data from the old Mac to the new one, it will bring along your email settings and messages.

You can also do the job manually by archiving your messages within Mail and then transferring those archives to your new MacBook Pro. Control-click (or right-click) on an Inbox in Mail and choose Archive Mailbox from the contextual menu.

In the sheet that appears, you'll be asked for a destination for the exported mailbox files (called "mbox" files). Choose a location and click on the Choose button. Mail will create as many mbox files as you have accounts listed under Inbox. So, for example, if you have Gmail, AOL, MobileMe, and AT&T accounts and inboxes for each, Mail will export four mail archives, called INBOX.mbox, INBOX-1.mbox, INBOX-2.mbox, and INBOX-3.mbox. Repeat this procedure for any other mailboxes you'd like to archive – Sent, smart mailboxes, and mailboxes that appear under the On My Mac heading, for example.

Transfer these files to your new MacBook Pro. On the laptop, choose File -> Import Mailboxes in the Mail application. In the Import window that appears, choose Mail for Mac OS X and click on Continue. In the resulting sheet, select the folder that contains your mailbox archives and click on Choose. A list of

all the mailbox archives Mail is able to import will appear in the window. Deselect those you don't want to import and then click on Continue. Mail will go about its business of importing the archives. It will place them in an Import folder under the On My Mac heading in Mail's Mailboxes list. At this point, you'll want to click on each mailbox to see what it contains and then rename the mailboxes to accurately reflect the account they're linked to — AOL Archive, for example.

Access a Mac when you don't know the password

I was given my mother's iMac because she passed away, but I don't know the password. How can I gain access to this Mac?

via the Internet

This question is a little delicate because you could use the method I'm about to describe to access any Mac. And that may be a problem for parents who want to keep kids out of their stuff (and vice versa). On the other hand, situations such as yours (as well as problems that come up when you purchase a used Mac that hasn't been properly cleared) invite a response.

Locate that Mac's installer disc or a recent OS X installer disc – an OS X 10.4 (Tiger) or OS X 10.5 (Leopard) disc, for example. Insert that disc into the Mac's media drive and hold down the keyboard's C key to boot the Mac from that disc.

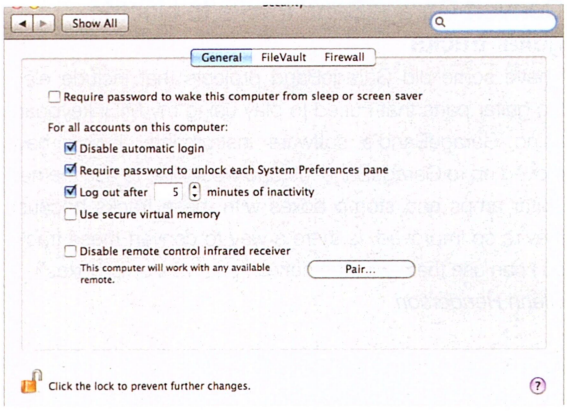
When the Mac boots, you'll be asked to choose a language. Do that and then click on the right-pointing arrow icon to continue. When the Welcome screen appears, wait for the menu bar to materialise and choose Utilities -> Reset Password. In the resulting window, click on the Select A User pop-up menu and then choose the user whose password you want to change. Enter and confirm a password in the appropriate fields and, if you like, enter a hint for the password. Click on Save to make the change.

"Oh, swell," I hear parents saying. "You've just given my kid the key to taking over my Mac. Thanks so much!" Fortunately, now that you know how to break in to your Mac, you can make it more difficult. Boot your Mac from that installer disc again, find your way to the Welcome screen, and choose Utilities -> Firmware Password Utility. In the window that appears, click on Change, and then enable the Require Password To Change Firmware Settings option and enter and verify a password. Click on OK, and your Mac is now protected with a firmware password.

This means that if your child starts up your Mac with an installer disc in the media drive and presses the C key to boot from the disc, the Mac will ignore that key press and move to the login screen. If the kid's really savvy and presses the Option key to move to the screen where you choose a device to boot from, a padlock icon appears with a text field below. If the correct firmware password isn't entered in that text field, the Mac will not boot from the disc.

For greater security, log in to your computer using your administrator account and then open the Security preference pane. Click on the General tab and enable these three options: Disable Automatic Login, Require Password To Unlock Each System Preferences Pane, and Log Out After X Minutes of Activity.

The first option ensures that your Mac doesn't automatically log in to your administrator account when it boots (which helps prevent someone from doing things to that account). The second prevents someone from changing the Startup Disk system preference without a password. (If you're able to change that system preference's settings, you can tell the Mac to boot from an installer disc.) And the third option is a good idea if you routinely forget to log out of your account before stepping away from your Mac.



Blocking Access. It's not very hard to get around a Mac's password if you have an OS X installer disc. But if you add a firmware password and set up your Security preference pane properly, your Mac will be reasonably safe.

Create custom keyboard shortcuts

I would like to create a keyboard shortcut for the Merge All Windows command in Safari. I prefer tabs to the separate browser windows that so often litter my computer screen. But I'm tired of having to use the mouse to navigate Safari's menus to put the windows together. Is there a way to make a keyboard shortcut?

via the Internet

Recent versions of the Mac OS allow you to create custom keyboard shortcuts for many applications. Launch System Preferences, select the Keyboard & Mouse item, and in the resulting window click on the Keyboard Shortcuts tab. At the bottom of the window, click on the plus sign (+) button.

In the sheet that appears, choose Safari from the Application pop-up menu and, in the Menu Title field, type "Merge All Windows" (exactly like that). Click in the Keyboard Shortcut field and enter a shortcut – Command-Option-M, for example. Click on Add and then close System Preferences. When you return to Safari, go to the Windows menu, and you'll discover the keyboard shortcut assigned to the Merge All Windows command listed there.

Softly does it for screen cleaning

Macworld Reader tip

I have found that using cotton wool for cleaning my MacBook Pro's LCD screen works very well. I use a cleaning cloth dampened with a few drops of water to first remove excess dirt and grime. Then I polish off with a generous amount of cotton wool and this brings up a good sparkle without scratching the screen.

You should be careful with cleaning cloths as while they may appear to be doing the job they can put micro scratches in the screen if used with too much vigour or pressure.

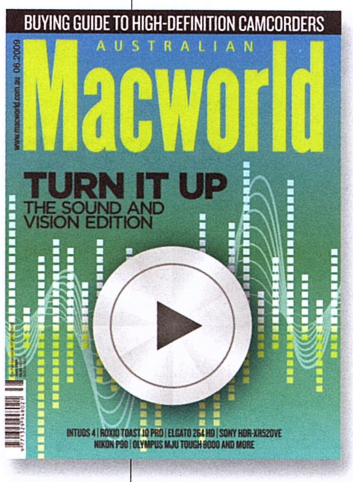
media sorcerer
via AMW forums

This month, Australian Macworld *is giving away a 12-month subscription valued at $79 to the* Australian Macworld *reader who submits (via email or the* AMW *website) the best and most useful tip. Preference will be given to undocumented tips but it is not an exclusive condition.*

Australian Macworld *is the only Mac-specific magazine published in Australia and features the best of local knowledge and expertise to bring you all the latest in news, reviews and tips to help you get the most out of your Mac, iPod, iPhone and Mac accessories.*

Email your tip with the subject header "Help reader tip", including your full name, address and phone number, to amweditor@niche.com.au or make a contribution in the Help section of www.macworld.com.au.

All reader tips offered online or via mail/email become the sole property of Niche Media.



Looking through different windows

Mac OS X and Windows both use windows, but handle them differently.

Most obvious is the way Mac windows can only be resized using the bottom-right corner handle, while Windows windows can be resized by dragging any corner or edge. Here, Apple's minimalist aesthetic can be a huge pain.

Another frustration, at least for a writer like myself who needs many source documents open at once, is the way Mac OS X switches between windows. In Windows, each document can be opened using its own item. If, for example, you are referring to a PDF source document while working on a Word document, you can switch back and forth between them using Alt-tab. Windows doesn't care what application each document belongs to; each window is treated separately.

Mac OS X offers Command-tab, but it doesn't work exactly the same; Command-tab switches between applications, not documents.

Another big difference in Mac OS X is the buttons at the top-left of each window. You've probably already realised the red (comparable to Ctrl-W in Windows or Command-W in Mac OS X) button closes the window; note that this doesn't close the application, which requires a separate Command-Q (equivalent to Windows' Alt-F4). The yellow button, equivalent to Command-M, minimises a window to the Dock.

Optimistically referred to as "zoom", the green button is Apple's own little inside joke – as ironic as a flightless bird and twice as pointless. Click it and the window may fill your screen, or perhaps jump to any of a number of random permutations, none of which resembles what you actually wanted. Mac purists have learned to live without full-screen windows, but for Windows users the green button can be utterly frustrating Fortunately, the freeware tool Right Zoommakes the button work properly. Go towww.blazingtools.com/downloads.html#RightZoom to get it.

It wouldn't be fair to complain about Mac OS X's windows without pointing out its nice features. Command-H actually causes a window to "hide". Right-click on the program's Dock icon to bring it back. Each window includes a chiclet-shaped button at the upper right that makes the toolbar disappear.

Oh, and there's Exposé — a great Mac OS X-only feature that shows miniatures of every application and document window for easy switching. Press F9 to show all application windows, F10 to show all documents open in a particular app, and F11 to push all windows aside and show only your desktop; F11 brings it all back.

While using Exposé, tab and shift-tab keys cycle through windows, as do the arrow keys. Note that Exposé can't switch to documents that have been hidden or minimised to the Dock. But it's a handy feature and many Mac users swear by it as a productivity boost when multi-tasking.

— "Switcher sensei" David Braue is Australian Macworld's *online editor. He is a Mac convert now in his second year of exploring the world according to Apple.*

Subscribe to *AMW* in July & go into the draw to **WIN** 1 of 4 Micro HiFi systems from SONY!

SONY

Do you like your music loud? Turn it up with the new Micro HiFi system (CMTLX30IR) from Sony. With a built-in iPod dock, you can play your favourite tunes directly from your iPod and recharge at the same time. Sony's Micro HiFi system also features a CD player and 30 presets for all your favourite radio stations. Thanks to Sony Australia and Sony Music, enjoy Cassie Davis' single *Differently* on this new HiFi system, available at Sony Centre stores nationally for $399 SRP (iPod not included).

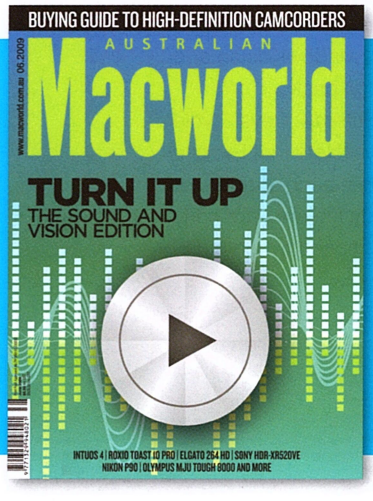
PLUS YOU'LL ALSO RECEIVE:

1 YEAR = 3 BONUS ISSUES

2 YEARS = 3 BONUS ISSUES + iGrip Pad

iGrip (iSticky) Pad

The iGrip is a white rubber pad designed to grip onto any hard surface, preventing "slippage". The ingenious design offers a non-adhesive and non-magnetic option to keep your iPod, iPhone and other mobile devices in place. Perfect for the car dashboard, the pad is washable, removable, reusable and temperature resistant.



Subscribe now:

2 years $129 (save $38) or 1 year $79

Subscribe online:
www.niche.com.au/subscriptions
and get $5.00 off the subscription price!

Freecall: 1800 804 160

*Promotion available to residents of Australia only.

30191_1

View your options, make your choices. *Australian Macworld* puts latest-release hardware and software through its paces.

Drive time

Completing your back-up and storage strategy

Your computer can run slow, need the occasional reboot or not have quite enough RAM. While those things can be inconvenient they can all be worked around. However, running out of disk space can shut you down. As well as making your system unstable (due to OS X not being able to create and manage a paging file) you won't be able to store more data.

External hard drives used to be slow and expensive but the development of faster disk technology, better interfaces such as USB 2.0 and Firewire and the constant improvements in capacity driven by Moore's Law means that external drives are now a viable alternative to upgrading your internal hard drive.

Choosing an external drive can be a tricky business as there are many variables to consider. First, there's size. If you walk into any computer parts reseller you'll discover that hard drives come in two sizes – those with 2.5in disk platters and those with 3.5in disks. The 2.5in drives are typically used in notebook computers while their larger counterparts are used in desktop systems. The 3.5in units typically deliver better performance and greater storage capacity but need more power. That's why the 3.5in drives typically have an external power supply whereas the 2.5in units can get enough power from a USB or Firewire port.

Once you've sorted out the type of external drive that's right for you, you need to consider how you'll be connecting it to your Mac. All drives support at least USB 2.0, which is fine for copying files and Time Machine backups. However, while USB 2.0 appears to have a higher transfer rate than Firewire 400 (480Mbps vs 400Mbps) Firewire 400 is far faster at working with large files. So, if you're planning to do some video editing from an external hard disk you'll want either Firewire 400 or Firewire 800.
Some external drives boast an interface called eSATA. However, there are no current Macs with an integrated eSATA port so to use it you'll need an adapter cable.

In this month's round-up we focused on external drives that use 3.5in disks. All the testing was done with a current release 20in iMac and we tested USB 2.0 and Firewire connections. We also tested with Windows Vista running under Boot Camp but limited our testing to USB 2.0 connections. Under OS X, the disk was repartitioned and formatted as OS X Extended Journaled and as NTFS for Vista.

Iomega Prestige Desktop Hard Drive.

With a solid reputation in the storage business, Iomega has delivered a solid, if unspectacular device with its Prestige Desktop Hard Drive. The brushed aluminium casing houses a quiet 7200rpm disk. There are no blinking lights or other distractions – the minimalist design tells you that that this unit isn't about showing off. It's designed to get a job done.

Connection to our Mac took just a few seconds. The power supply is a wall wart so you may find that you

RATINGS KEY
Outstanding
Very good
Good
Flawed
Unacceptable
Dangerous

	Verbatim Desktop Hard Drive	Western Digital MyBook Studio	Iomega Prestige Desktop Hard XDrive
Type	Desktop Storage	Desktop Storage	Desktop Storage
Rating	🐾🐾🐾	🐾🐾🐾🐾	🐾🐾🐾½
Pros	Ready to use for Mac and Windows	Connectivity options, performance	Solid performer
Cons	Performance	Largest unit in category	Not Mac ready out of the box
RRP	$209 for 1TB	$299 for 1TB	$299 for 1TB
Manufacturer	Verbatim Australia	Western Digital	Iomega
Reviewer	Anthony Caruana	Anthony Caruana	Anthony Caruana
Hot links	www.verbatim.com.au	www.westerndigital.com.au	www.iomega.com.au

can't plug anything else alongside it on a standard dual powerpoint. There's only a single USB 2.0 interface and a cable is included in the box. We opened up the case to find that our test unit came equipped with a 500MB Seagate Barracuda drive but there is also a 1TB unit on the market.

Getting the drive ready to use required Disk Utility to format the drive as OS X Extended because it comes formatted as NTFS for Windows users by default. While this only took a few minutes it was a little annoying.

Performance was very good with this unit recording one of the fastest read and write results of all the drives we tested. However, given that most of the drives recorded times that were within a second of each other this doesn't make the Prestige Desktop Hard Drive stand out substantially from its competition. The aluminium case stayed cool so we weren't concerned that the drive would suffer any ill effects from heat. The front face of the case allows for plenty of ventilation.

Australian Macworld's buying advice. Iomega's Prestige Desktop Hard Drive is a well-built unit that offers solid performance at a reasonable price. We'd expect most Mac users to prefer a unit with Firewire connectivity but as USB 2.0 devices go, it is worth considering.

Seagate FreeAgent Desktop.

As a major player in the storage business we were expecting something special. Instead, we got something of a mixed bag with the FreeAgent Desktop.

Out of the box, the FreeAgent Desktop just works. The power supply won't rob you of a second power outlet and it includes both USB 2.0 and Firewire 800 cables. If your Mac only has Firewire 400 then you'll need to buy an appropriate cable separately.

On the positive side, performance through both the USB 2.0 and Firewire 800 ports was excellent. The read/write tests with our 480MB test package had the FreeAgent Desktop ranked as one of the fastest drives in this round up. Over USB 2.0, copying the files to the drive took just 22 seconds and this fell to a mere 8 seconds over Firewire 800.

The read tests, where we copied the same package of files, revealed solid results with the copy taking 13 seconds over USB 2.0 and 7 seconds for Firewire. All these results tell us that the FreeAgent Desktop would make a decent companion for a video editor.

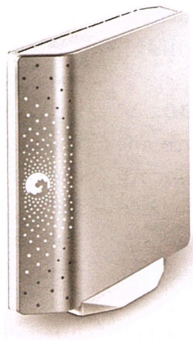
Although the FreeAgent Desktop has a plastic case, it's very solidly built. It stands upright and is heavy enough that we weren't worried about it tipping over accidentally.

The FreeAgent Desktop's biggest problem was noise. This was quite possibly the loudest desktop hard drive we've ever tested. Even when the drive is sitting idle it exudes a steady hum. When the drive was working hard then it became quite overwhelming.

Australian Macworld's buying advice. Almost everything about the FreeAgent Desktop screams "buy me". It's fast, looks good and comes from a reputable

LaCie d2 Quadra
Desktop Storage
4½
Easy setup, performance, connectivity options
Expensive
$349 for 1TB
LaCie
Anthony Caruana
www.lacie.com.au

Seagate FreeAgent Desktop
Desktop Storage
3½
Fast, solid build
Loud
$259 for 1TB
Seagate
Anthony Caruana
www.seagate.com.au



Doubling up

Data recovery specialists advise that a double back-up solution should provide adequate protection from data loss. With your most important data backed up to two different drives plus the original data on your computer's hard drive, you can rest easy.

Your data protection mantra should be: "One copy is inviting disaster, one back-up offers peace of mind, a second back-up should beat the odds of total redundancy failure." To safeguard your data even further, a second back-up drive should be physically distanced from the other in order to avoid physical damage destroying both back-ups in one fell swoop.

manufacturer. However, the noise it generates is a serious issue in our view.

Verbatim External Hard Drive.

Verbatim made a re-entry into the PC peripheral business last year and continues to push its way into a crowded market with its range of external hard drives. The 500MB USB 2.0 unit we tested is the entry-level product in this category. It also offers units with an eSATA interface with capacities of up to 1TB.

The black metal casing and single green LED on the front of Verbatim's unit are in keeping with the unit's simple use. There's a single USB 2.0 port for connecting to your Mac and the power connector is a wall wart that will render the second outlet useless on a standard double powerpoint.

Out of the box, Verbatim's drive unit is formatted with the FAT file system so it can be used by both Mac and Windows. We reformatted the unit to OS X Extended for our testing – something we'd encourage Mac users to do as the OS X HFS is better performing and more reliable than FAT.

Although our benchmarking indicated that most of the units we looked at performed at similar levels, the Verbatim unit took 24.7 seconds to copy our 480MB test package of data. That was just over 3 seconds slower than the fastest device. While that doesn't sound like a lot, it's a difference of almost 16%.

The Verbatim External Hard Disk was quiet while being used and didn't get too hot. There's a small air vent at the back of the unit that seemed adequate for keeping the 7200rpm drive cool.

Australian Macworld's buying advice. The Verbatim External Hard Drive is a well-made unit that delivers fair performance. We wouldn't recommend it for video editing or other high performance activities but it's adequate for storing files and Time Machine backups.

LaCie d2 Quadra.

LaCie has long been a favourite for Mac users. The d2 Quadra is a great looking external hard drive that delivers great performance and offers the flexibility of USB 2.0, Firewire 400, Firewire 800 and eSATA connectivity.

Designed by award-wining industrial designer Neil Poulton, the d2 Quadra is constructed from solid aluminium with a corrugated finish. This significantly increases the surface are of the unit so that it can dissipate heat more effectively.

When we first connected the d2 Quadra, LaCie's setup assistant automatically launched. This provided a wizard that automated the partitioning and formatting process and made it easy to set the d2 Quadra up for either Mac-only operation or for sharing data to Windows and Linux systems. Our test unit shipped with a 1TB 7200rpm drive.

Performance was excellent, with the USB 2.0 file copying test completing faster than for any other unit we tested, taking just 21.4 seconds. Over Firewire 800, we were able to move 480MB of files to the drive in just over 8 seconds. While doing that, the d2 Quadra remained quiet.

If you start with one d2 Quadra and your storage needs increase over time, there's a desktop rack-mounting kit that lets you stack a series of units neatly. There are two Firewire 800 ports so multiple units can be daisy-chained to reduce the number of cables trailing from the back of you Mac.

Australian Macworld's buying advice. While the LaCie d2 Quadra hits the wallet hard, it is a well-made unit that offers lots of connection options and great performance. For those planning to use an external disk for video editing or similar read/write-intensive activities, the LaCie d2 Quadra should be on your shortlist.

Western Digital MyBook Studio for Mac.

The Western Digital MyBook range of hard drives are designed to sit on a desk and hide among your books. At about the size of a couple of thick paperbacks, the faux chrome plastic casing looks good and the thin light on the front is actually a capacity gauge, making it easy to check on available space.

Our test unit came with a 1TB drive rated at 7200rpm but there's also a 2TB variant of the MyBook Studio available. Most of the Western Digital external drive range come in ready-to-go Mac versions that are formatted appropriately and come with backup software.

The MyBook Studio has a full set of connectivity options with USB 2.0, Firewire 800 and 400 as well as eSATA. The capacity gauge on the front is reminiscent of the old Knight Rider car KITT, with the light chasing along the strip when the drive is active.

Installation was dead easy with the drive being ready to use almost as soon as it was plugged in. Once we'd formatted the drive we ran our benchmarking process and found that performance was very good. The file transfer under USB 2.0 took an even 22 seconds with the same activity taking just 8.2 seconds with Firewire 800.

While the drive unit was busy there was a barely audible hum that could only be heard if we put our ear to the casing. After several hours of operation, the MyBook Studio was cool, indicating that the ventilation slots at the back of the unit were providing adequate air movement. Although most external drives use the casing as a heat sink, the MyBook Studio is wider than most and provides plenty of space around the disk for air cooling.

Australian Macworld's buying advice. The Western Digital MyBook Studio for Mac is a very good external drive and worthy of consideration for any buyer. The performance and flexible connection options make this drive a very compelling package.

Launching a RAID

A RAID is a collection of hard drives that are configured to operate together. Sometimes a collection of disks is configured so that their capacity is concatenated whereas other configurations use multiple drives to ensure some redundancy and protection for your precious data.

We took a look at two such drive systems; the Western Digital My Book Studio Edition II and Lacie hard disk MAX. Both take the tried and tested designs each of these manufacturers has brought to market with a pair of 1TB hard drives that can be configured either as a RAID 0 array, providing maximum capacity by treating the two drives as a single volume, or as a RAID 1 where all data is duplicated so that the failure of one of the drives doesn't result in any data loss.

The MyBook Studio Edition II was easy to set up once we'd installed the WD RAID Manager. When configured as a RAID 0 array, we were able to copy a 480MB package of files to the array in 8.2 seconds over Firewire 800. There are also USB 2.0, Firewire 400 and eSATA connections. The same test, with the unit reconfigured as a RAID 1 array took 8.9 seconds but we effectively ended up with two copies of our data.

The LaCie hard disk MAX only offers USB 2.0 connectivity but gives the same options but rather than using the technical RAID terminology they stick with "Big" and "Safe" as the set-up options. Toggling between the two options is a matter of flipping a switch on the back of the unit and then following the instruction in the documentation to prepare the drive for use.

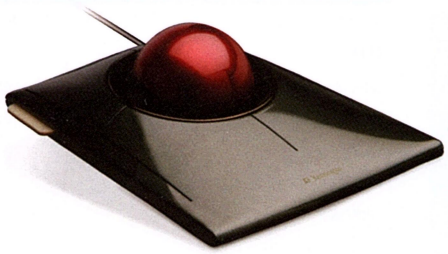
In Big mode the MAX was fractionally slower than the d2 Quadra, with the 480MB file copy taking 22.4 seconds with an almost identical result with the unit in Safe mode.

In the past, RAID configurations were limited to high-end network equipment. With RAID systems now finding their way into the mainstream it's not surprising to find that companies such as Western Digital and LaCie are making life easy for consumers by bringing RAID's benefits to the desktop.

The Western Digital My Studio II with a pair of 1TB hard drives retails for $599. The LaCie hard disk MAX retails for $499. Both are good units but we preferred the My Studio as it offered significantly better performance through the Firewire 800 connection.

TRY&BYTE

New Kensington Products



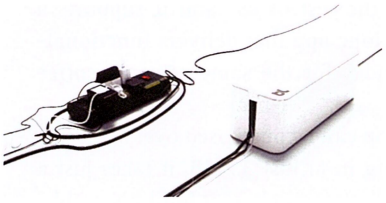
Kensington 4-Port USB Charger **RRP: $49.95**
The Kensington 4-Port USB Charger for Mobile Devices charges up to four iPods, PDAs smart phones and more, simultaneously from just one wall outlet. Includes AU, EU, UK and US plugs.

Kensington SlimBlade Trackball **RRP: $149.95**
Your computing experience just got smoother, faster and easier. Choose navigation mode to control cursor and scrolling. Media mode controls volume, play, stop, and track control, while view mode zooms in/out, and pans.

Bluelounge Products

The Sanctuary **RRP: $190**
Simple and compact design conceals a universal charger compatible with over 1500 electronic devices and a USB port. Works with iPhone and Made for iPod certified.

SpaceStation **RRP: $140**
Ergonomic laptop rest, with integrated 4-port USB hub & cord management. Also includes a business card slot and a very handy page holder to keep documents upright for easy reference.



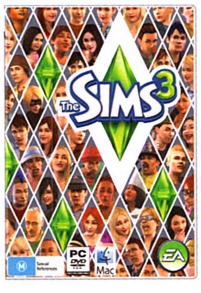
CableBox **RRP: $59**
Under or on the desk, next to the computer, or behind the TV, loose tangled cables are always untidy dust traps. CableBox is the solution to solve these issues.

New Games

Lego Batman
Gotham City is falling to pieces!

Play as Batman and his sidekick Robin as you build, swing and fight your way through Gotham City. Then jump into the story from the other side and play as Batman's foes.

RRP: $64.95



The Sims 3
Create anyone, take them anywhere, share them with everyone.

Create unique Sims and control their lives. Explore their neighborhood and meet other Sims. Choose whether (or not!) to fulfill their life destiny and make their wishes come true. come true.

RRP: $99.95

E&OE. Prices and specifications subject to change without notice. Prices do not include delivery. Images for illustration purposes only.

Distributed by Try and Byte.
Unit 17, 6-8 Herbert St, St Leonards NSW 2065
Tel **(02) 9906 5227** • Fax (02) 9906 5605
www.tryandbyte.com.au
info@tryandbyte.com.au

Available from:
Apple resellers: apple.com/au/buy
Apple retail: apple.com/au/retail
Apple online: store.apple.com.au

Bento for iPhone	
Type	iPhone app
Rating	♦♦♦♦
Pros	Templates, easy to use, powerful information management
Cons	Searching, no support for syncing smart collections
RRP	$5.99
Manufacturer	FileMaker
Distributor	FileMaker
Reviewer	Anthony Caruana
Hot links	www.filemaker.com.au

Bento, in your pocket

When FileMaker initally released Bento, a lot of hardcore database developers and users wondered why a company with such longstanding success in a fully-featured relational database application, and one with such a good reputation, would bother with a trifle such as Bento.

What those power users missed was that not everyone has the time or inclination to get into building sophisticated databases. Indeed, there are many users who want a simple database application for domestic or small business purposes but can't justify the price of Filemaker Pro.

Bento, now at version 2.0v4, is the latest incarnation of the "database for the rest of us" and it supports a killer feature – an iPhone app that delivers functionality and power in spades for the same price as coffee and a muffin.

The Bento iPhone app can be purchased over 3G or the iTunes Store. Weighing in at just 3.2MB, it takes just a few seconds from when you purchase it until it's usable. The app launches quickly on the iPhone and is ready almost instantly.

Rather than just provide syncing between your iPhone and a desktop installation of Bento, the iPhone app delivers much of Bento's power. Using one of the 25 supplied templates, you can build an application for a specific task on the fly.

In fact, you never need spend the $79 for the desktop version of Bento to get the full benefit of Bento's functionality. For $5.99, Bento for iPhone has the potential to make redundant hundreds of other iPhone apps.

Think of it – all those to-do lists, note managers, recipe books, log books and other flat databases can be developed and customised to suit your specific workflow and preferences without having to compromise over what some other developer thinks you need.

Something to bear in mind is that there are some data field types that Bento for iPhone does not synchronise between iPhone or iPod touch and Bento 2 for Mac and cannot be viewed, created or edited in Bento for iPhone or iPod touch.

These are: iCal events and tasks (you need to use the iPhone Calendar application for this), file list fields, automatic counter fields, message list fields and smart collections.

To create a new library, all we needed to do was choose a template from the CoverFlow-enabled template chooser and hit the Create button. We could then add or remove fields directly on the iPhone, customising the application to suit our needs. In my opinion, there's no need to ever own the desktop version of Bento – the iPhone app is 100 per cent self-sufficient. However, if you're planning to do some heavy-duty customisation then the desktop version will make that task much easier.

In addition to the supplied templates there is a blank slate, so you can create your own database application from scratch. All the same data types available on the desktop version are there to use. As we said, this isn't some pared back version of Bento – it's practically a full version of the software that's been customised to fit the iPhone user interface.

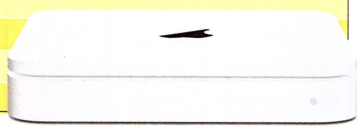
Syncing between the iPhone and desktop versions was a snap to set up. As long as the desktop installation and your iPhone are on the same network, they see each other. There's a sync assistant that prompts for a short passcode that's generated on the iPhone. Once that's tapped in, everything's ready to go. We doubt that it took more than a minute to do and was completely trouble-free.

All that's stopping us from giving Bento a higher rating are a couple of small deficiencies. In the Bento library on our desktop, we have a number of smart collections. These are subsets of our master data that are generated dynamically using selection criteria. Because smart collections don't sync, we needed to use some creative sorting to find what we were looking for.

Searching within a library also didn't work as we'd expected. For example, our personal workflow application has a field called "Status". Trying to find all the records with a status of "in progress" just didn't work unless we changed the display to have the "Status" field as one of the two fields we could display in the list of records. In other words, you can't search for information within a record – you can only search for information that's on the screen.

Australian Macworld's buying advice. If you're looking for powerful information management on your iPhone then it's a no brainer – buy Bento for iPhone. For $5.99, it can replace several other iPhone apps. Sure, there are a couple of rough edges, but we're sure these will be fine-tuned in the fullness of time, as is typically the case with iPhone apps.

Apple Time Capsule
Networking hardware
♦♦♦♦
Dual-band, remote access
Advanced features dependent on network configuration
$479 (500GB) or $779 (1TB)
Apple
Apple
Adam Turner
www.apple.com.au



Time after time

In the age of multitasking, Apple's new Time Capsule has gained the impressive ability to run two wireless networks at once. The benefits of this may not be immediately apparent to many readers, so let's first examine the significance of this.

The dual-band Time Capsule can run two Wi-Fi networks simultaneously at 2.4GHz and 5GHz. This is great news for people who own 802.11n-compatible gear, such as MacBooks, as well as 802.11g-compatible gear, such as iPhones, older Macs, and sub-notebook computers.

The dual-band Time Capsule lets you run a dedicated 802.11n network at 5GHz, perfect for streaming audio and video around the house with minimal interference. Meanwhile, your iPhone and other b/g-compatible gear can battle it out on the 802.11b/g networking running at 2.4 GHz.

Even if you're already running 2.4GHz and 5GHz networks using separate wireless access points, you might appreciate upgrading to a dual-band Time Capsule or Airport Extreme.

Running a 2.4 GHz b/g/n network on the new Time Capsule doubled the range of our b/g network compared to the Wi-Fi access point built into our single-band Billion router/modem. This could be handy if you've got a large house.

The Time Capsule's other new wireless trick is the ability to set up a separate Wi-Fi network for guests, allowing them to access the Internet but not devices on your local network. Unfortunately, this feature is only available if you set Connection Sharing to "Share a public IP address", as you would if the Time Capsule was at the heart of your home network connected directly to your broadband modem. This is probably how your network is set up if you're on cable broadband, with the Time Capsule handing out IP addresses via DHCP, but if you're on DSL you're probably using a combination router/DSL modem which is handing out your IP addresses (such as our Billion 7404VGP).

To take advantage of Guest mode, you could switch your router/modem to "bridge" mode so it's only acting as a modem – but then you'll lose access to its advanced features (such as the Billion 7404VGP's built-in VoIP).

For its final trick, the Time Capsule offers remote access to the content of a hard drive via MobileMe. If you're out and about using a Mac running Leopard, and logged into MobileMe, the Time Capsule will show up under Shared Devices in the Finder as if you were connected to your local network – although obviously with slower access speeds. Unfortunately you can't access your Time Capsule's storage through Apple's me.com portal, as you can with Apple's iDisk online storage service.

Similar to Apple's Back to My Mac remote access service, the Time Capsule's MobileMe feature requires you to use an Apple base station as your primary router, or a third-party router with Universal Plug and Play technology. This is where the fun begins.

If your Time Capsule is plugged directly into your broadband modem (such as with the Guest mode example) then you shouldn't have any problems getting the MobileMe feature to work. Just use Apple's Airport Utility to access the Time Capsule's configuration pages and enter your MobileMe login and password. You don't need to worry about things such as Dynamic DNS, as MobileMe takes care of all this.

If your Time Capsule is plugged into a combination router/modem, the remote access features probably won't work – even if your router/modem is uPNP compatible. You'll find a list of compatible routers at http://support.apple.com/kb/TS1304. As a quick compatibility test, click on the Back to My Mac tab in the MobileMe preferences panel on your Mac. If it says "Back to My Mac isn't working properly because it requires a router that supports NAT-PMP and uPNP" and you can't fix this by tweaking the settings in your router (even if it features uPNP), chances are the Time Capsule's MobileMe feature won't work for you.

Australian Macworld's buying advice. Apple's dual-band Time Capsule has a few impressive new features, but how useful they really are to you depends on how your home network is set up, what wireless gear you own and how you want to handle your remote access. If you're plagued by Wi-Fi interference, dual-band networking could be a godsend for overcoming that issue. If you own a compatible router/modem, you could find the MobileMe features handy - but remember they can only be accessed from a Mac running Leopard. Consider whether you'd be better off with a dedicated internet-enabled network-attached storage - something that should work with any router/modem and offer access from any remote computer.

Kogan Full HD 1080P
Camcorder
4½
High definition, cheap
No audio input, poor auto-focus
$369
Kogan
Kogan
Anthony Caruana
www.kogan.com.au

Cheap and jeer-ful

In 2006, Ruslan Kogan wanted to buy an LCD TV but found they were too dear. Rather than give up, he found that he could source one cheaply directly from a factory – but only if he bought a full container load. So he borrowed some money from friends and sold that first container of TVs on eBay.

Three years later, that first import has grown into an electronics success story that's expanded to computers, GPS and the cheapest 1080P video camera on the market today.

Kogan's camcorder cuts some corners to deliver the cheapest high-definition video camera we've seen. The spec sheet only notes Windows compatibility. However, the clips that are captured are in .mov format that can be imported into iMovie '09. We did that by extracting the 8GB SD card that ships with the camera and importing the required clips into iMovie.

Shooting was straightforward. The 3in LCD is clear, making it easy to see what you're recording. However, we found that we couldn't get a wide enough view making it difficult to frame some shots. It only weighs a touch over 300g with the battery and is comfortable to hold with the record and zoom buttons well placed.

With sound, the integrated microphone does a good job but there's no way to connect an external mic.

Video quality was disappointing. Although this is a low priced camera with seemingly impressive specifications we found that in anything less that bright light the video was grainy. The auto-focus worked but was sometimes slow to react, leading to blurry images. When zooming, the image became quite dark and the inbuilt light was so weak as to be useless.

Australian Macworld's buying advice. At just $369, the Kogan Full HD 1080P Video Camcorder Camera sounds impressive but delivers more misses than hits. In bright outdoor conditions it's pretty good but indoor performance left a lot to be desired.

Kensington battery/charger
iPhone/iPod charger/battery extender
4
Charges and extends battery life
Doesn't charge with standard iPhone cable
$60
Kensington
Kensington
Anthony Caruana
www.smartmadesimple.com.au

All charged up

Kensington has steadily been expanding its product portfolio and has branched into other accessories. Among them is this iPod and iPhone Mini Battery Pack and Charger - part of the company's foray into the lucrative iPhone/iPod ecosystem.

At 40g and less than half the size of an iPhone, the Mini Battery Pack and Charger won't weigh your mobile kit down. The unit charges from a USB port using a standard USB cable.

This makes it easy to charge but, if you're on the go, it means yet another cable you will have to carry. We'd have preferred if the standard iPhone cable could be used for charging. On the upside, Kensington ships the charger with a retractable USB cable.

There's a series of LEDs on the device that make it easy to tell how much charge the battery has while it's in use. Fully charging it from our MacBook Air's USB port took a couple of hours.

There are several battery extenders on the market for the iPhone – let's face it, battery life certainly isn't the iPhone's strong suit. Most products of this type simply plug into the iPhone and act as a second battery.

However, Kensington's unit actually recharges the iPhone's battery while it's plugged in.

We ran our iPhone's battery down until we had less than 10 per cent power remaining. We plugged the charger in and, even while using 3G phone services and Wi-Fi, battery life rose to about 75 per cent in an hour. In other words, the Kensington iPod and iPhone Mini Battery Pack and Charger could help a heavy iPhone user through a full day. Even if they use 3G, Wi-Fi and enjoy graphics-intensive games.

Australian Macworld's buying advice. If you find that your iPhone's battery just doesn't get you through a busy day then this power solution will be $60 well spent. It's small enough to be convenient to carry and not make the iPhone too unwieldy to use.

Canon Powershot SX200IS
Digital still camera
♦♦♦♦
Excellent lens performance
No RAW capture; slow continuous shooting; irritating flash door
$799
Canon
Canon Australia
Barrie Smith
www.canon.com.au

Top lens, but...

Nikon has its Coolpix compacts while Sony has Cyber-shot cameras. Panasonic chooses to place its faith in the Lumix label across its compact and DSLR models, while Pentax struts out a lineup of Optios – oh, and a single Espio.

Canon, almost alone, parades a dual lineup in compact digicams for our delectation.

There are the smart and svelte IXUS cameras ... and the PowerShot range. Each line is distinctly different, a fact I came to realise in its fullness only when I took hold of the latest PowerShot for this review.

PowerShots are power cameras in the fullest sense of the word and the SX200IS is an excellent example of this. The CCD can capture 12.1 million pixels of picture, shot with an optically-stabilised 12x zoom lens, viewed with a 7.6cm LCD screen – but lacking an optical finder. Compact it is: easily slipped into a pocket or bag, it weighs only 250g with battery and card loaded.

The maximum still image size is a large 4000x3000 pixels or you can head for a widescreen 16:9 version at 4000x2248 pixels, written to a surprisingly wide range of cards (SD/SDHC, MMC/MMCplus/HC MMCplus), but only as JPEG files.

Movie shooting is treated a notch above the ordinary by offering a video format with High Definition (but not full HD) resolution of 1280x720 pixels at 30 fps. An attraction is an HDMI output on the camera for connecting to your wide screen TV via an optional cable.

Two minus points are that optical zoom and auto focus are locked once you start rolling a movie.

Ultra Zoom. A few makers have gone crazy in recent months with zoom power hitting the 20x plus level and more. I love the idea of a camera with such a reach. They provide a user after a versatile camera with just that - an all-rounder shooter with a zoom range covering just about any subject they might want to capture.

However, as I've found to my surprise when dealing with these powerful cameras, once the zoom heads past a 35mm SLR-equivalent focal length of 400mm you bump into haze issues, which really cuts the fun out of ultra-tele shooting. (And by haze, I'm talking about atmospheric haze.)

So, in the real world, a camera such as the SX200IS stands as a workable model with a practical zoom range. The wide end is a reasonable 28mm equivalent, zooming to about 336mm at the tele end. It can cover an average room without difficulty and, from a four-metre distance, capture a full head shot.

Possibly the greatest appeal of this 12x optical zoom setup is the optical stabiliser, built into the lens itself.

It works flawlessly to ensure steady image capture when the camera is handheld. It has four setting options: operating continuously; only when shooting; when panning; and off, for when you steady the camera on a tripod.

The camera possesses an unusual shutter speed range for this category of shooter – offering its user a very useful 15 seconds to 1/3200 second range.

Features. Making the camera a potential second stringer to a DSLR is its ability to assess exposure in Program AE mode as well as shutter and aperture priority plus manual. A handful of scene modes are directly accessible on the mode dial plus another eight via the SCN setting.

The camera carries a bundle of scene detection aids: face detection cleverly pins down the main face in the picture then indicates another nine of lesser importance; a new Scene Detection helper determines the subject before the lens, then carries out the optimum image processing for that scene. There is also blink detection, which impedes the shutter if someone is blinking.

In the continuous shooting department, the SX200IS is not a hot contender, with a choice of shooting speeds between 0.5 and 0.8 second per image, or under and over 2fps. This is probably not an issue for most people choosing this camera but better than 3fps wouldn't seem too big an ask.

The ISO sensitivity is industry standard, reaching to 1600 – and 3200 at a reduced size (1200x1600).

Distortion. High-powered zooms often carry the baggage of distortion at the zoom extremes. The SX200IS surprised by exhibiting little barrel distortion at the wide end, with absolutely no problems at the tele end. One of the best performances I've seen in a compact.

Australian Macworld's buying advice. While I feel this is one of those cameras that will pull the punters, I have to admit to disappointment in a few areas, such as the absence of RAW capture, poor continuous shooting performance and the annoying flash door that opens up when power is turned on – even in movie mode! On the bright side, the camera did deliver quality images.

Logitech G series	
Type	Gaming devices
Rating	♦♦♦♦
Pros	Almost every button you could ever want
Cons	Mouse buggy in OS X, expensive
RRP	$960 (as a set)
Manufacturer	Logitech
Distributor	Logitech
Reviewer	Chris Oaten
Hot links	www.logitech.com

Overkill? Sure, but what a blast

There are keyboards, and then there is the collection of gaming keyboards and accessories from Logitech carrying the G-series badge.

On test were the G19 programmable keyboard ($399.95) G9x mouse ($199.95), G13 game board ($159.95) and the G35 headphones ($199.95).

The full range of features of all these devices is extensive but I'll try to cover off the important ones, starting with the headphones.

The left ear speaker carries three programmable buttons, a volume control, a microphone mute button and a Dolby on/off button, which must be on to enable surround sound. The flexible microphone arm has a red LED that can be set to glow when the mic is muted. The frame for the headphones is adjustable and has swappable padding. Being USB phones, they don't automatically route audio, requiring in OS X a visit to System Preferences to specify them as an output souce.

The G35s support 7.1-surround sound but as I don't have any 7.1-enhanced media, I can't vouch for its effectiveness. Even so, sound quality was excellent and the phones are very comfortable.

The G19 keyboard is extraordinary. An LCD display features various purpose-built widgets, such as a clock and CPU meters, or it can play movies and pictures from designated folders. This is an indulgence, sure, but lots of fun, while also supporting multitasking for serious purposes. For instance, monitoring CPU behaviour to better tweak software that allows dual-CPU optimisation.

To the left of the main keyboard layout is a set of 12 G keys (G1, G2, etc). These can not only be assigned to any keystroke, shortcut, function or script that you choose, but true to the gaming pedigree of the products, game control profiles can be assigned to a bank of keys, and can be switched between three sets using the three M keys (M1, M2, M3).

The G13 game board takes this idea further, with its own LCD display, 22 G keys (also in three banks for a total of 66 programmable shortcuts) and a joystick with two buttons, all of which are programmable.

The G9x mouse features a stepless, smooth-as-silk scroll wheel and, a great feature, buttons that step through three mouse tracking speeds. Apple, take note, this is how you make a scroll mouse.

There are impressive Flash tutorials for the G13 and G19 that demonstrate well how to manage the extensive programmability of these devices.

In use, all of these products proved themselves top performers when booted into Windows to play games. Most impressive is that in Mac or Windows, the devices will seek out installed games and automatically assign key controls and game-specific profiles to the G keys. Profiles can be edited.

What I was most interested in was whether the programmable keys could be assigned to any application, in particular my photo software. The answer? Yes. They can.

Are these devices worth the money? The answer to that question is that with this kind of techie indulgence, it's not about the money. It's about gadgety goodness and cool factor, and these devices offer that up in spades.

Just one thing I found really odd. The G19 has no eject key. No biggie for me (I have an eject button in the menu bar) but you would think that a keyboard this sophisticated would include such a common item.

There was one serious issue. The G9x mouse, under Mac OS X, would on a random basis stop tracking, and there seemed no easy way to bring it back other than unplugging it and plugging it back in. Logitech should address this with a software update.

Australian Macworld's buying advice. If you've got the dollars to afford these products, you won't be disappointed. The keyboard and game board can help you cut a swathe through tasks both serious and frivolous. However, they will only reveal their full value to dual-booters with a penchant for gaming.

DC09
DESKTOPCREATE:2009™

We know how you feel about deadlines and we also don't want you to miss out on your chance to share in up to

$50,000 in cash and prizes

So we have extended the create:awards call for entries until 5pm on 15 July.

Now you have no excuse not to enter!

Head to the website now for more information

www.createawards.com.au

SPONSORS:

DataBasics · The Drawing Book. · galaxy design · !mpact digital · Kodak · qantm college · wacom · Universal Music

PARTNERS:

AGIdeas · Semi-Permanent · STATE of DESIGN

Fuji Xerox DocuPrint C1190 FS	
Type	Colour laser multifunction device
Rating	4½
Pros	Impressive print and copy quality
Cons	Awkward network scanning, imcompatible TIFF files, no duplexer
RRP	$799
Manufacturer	Fuji Xerox
Reviewer	Stephen Withers
Hot links	www.fujixeroxprinters.com.au

Fuji's fine, but a tad flawed

A true small office MFD, the DocuPrint C1190 FS offers print resolution of 300 or 600 dpi, a nominal colour print speed of 12ppm, faxing, and scanning at 600 or 1200 dpi, so it fits the bill for general-purpose work among a handful of users.

Setup could be streamlined by replacing the three separate installers with just one, and by automatically adding the C1190 to the list of printers.

The device can be remotely managed via a web interface, which is far more convenient than fiddling with its front panel. Functions include an indication of the paper remaining in the tray, setting destinations for email alerts (ie when a paper jam occurs), adjusting various protocol settings, and editing the fax address book.

By default, the C1190 goes into power saving mode after five minutes of inactivity, then falls asleep after another six. It comes back to life reasonably quickly (between 15 and 30 seconds), so these settings are quite aggressive. Starting from cold also seemed faster than we're used to with small laser printers.

The print driver supports job accounting, so you can restrict certain users to black printing, put a cap on the number of black or colour pages they can print, or even lock unregistered users out completely. There's also secure and sample print – the former holds the job in memory until a PIN is entered on the front panel, while the latter outputs the first of multiple copies and holds the rest until you've checked for errors.

The usual range of paper sizes is supported, and the manual feed slot is handy for printing a single envelope.

The main missing feature is automatic duplex printing. Print quality is fine and smooth, and the first 10 pages of the C1190 manual printed in colour in 83 seconds, including a delay of about 35 seconds between clicking the Print button and the first page dropping into the tray. The same job printed in black-only took 69 seconds. Excluding the first-page-out delay, these times are broadly consistent with the rated speed.

The C1190 gave good results as a copier. You wouldn't confuse the results with photographic prints, but they are very good copies for most purposes.

Options include collated multi-page copies (subject to available memory), and two-up copying including an "ID copy" mode intended for reproducing both sides of an identity card. We found the output was rotated 90 degrees, so you need to place the card along the long side of the scan bed to yield portrait output. Trying to copy more than one card at a time resulted in image cropping.

Scanning was the troublesome part. TWAIN is only available over USB, and we doubt many people would use a direct connection with this sort of MFD. The C1190 supports network scanning to SMB or FTP shared folders, or via email. We won't hold it against Fuji Xerox, but network scanning only worked after we disabled and then reactivated the Mac's firewall. Even though the Security system preference already said File Sharing was allowed, it wasn't. And the SMB set-up instructions don't reflect Leopard, so you might struggle if you haven't previously set up SMB file sharing.

Network scanning without requiring software to be installed on the computer can be convenient, but we find the use of a scan client is usually simpler to set up, easier to use, and provides some protection against inadvertent or malicious scanning to your computer.

We found the C1190's TIFF files could not be read by the normal utilities in Mac OS X or Windows XP, or by Photoshop CS3. This was regardless of whether TIFF V6 or TTN2 was selected. GraphicConverter reports a problem but does manage to open the scans; resaving as TIFF creates more broadly accepted files.

There was also a hiccup with scanning via email: to refer to an email server by name rather than address, the Obtain DNS Server Address Automatically option must be enabled in the TCP/IP settings.

Fuji Xerox could usefully have followed the lead of some other manufacturers by making provision for scanning to a USB storage device. Fax functions follow expected functionality.

Australian Macworld's buying advice. A worthy contender for the small office that wants a full-function MFD that delivers the "laser look" – but we'd need to see more work done on the scanning side before we could wholeheartedly recommend it.

CIRCUS PONIES

PH: 1 800 817 1471
Email: info@circusponies.com
Web: www.circusponies.com
Page: 23

Mac Centre
Authorised Reseller

PH: 02 9281 4444
Email: info@maccentre.com.au
Web: www.maccentre.com.au
Page: 21

Zco

PH: 603 881 9200
Email: sales@zco.com
Web: www.zco.com
Page: 25

CONEXUS

PH: 02 9975 0900
Email: info@conexus.com.au
Web: www.conexus.com.au
Page: 15

PH: 03 9662 9666 (Melbourne)
02 8383 1600 (Sydney)
Web: www.mymac.com.au
Pages: 29 & 43

CREATIVEFOLKS
innovative technology solutions

PH: 1300 136 557
Email: sales@folks.com.au
Web: www.creativefolks.com.au
Page: 79

MYOB

PH: 1300 555 111
Email: sales@myob.com.au
Web: www.myob.com.au/easyonamac
Page: 12

Designwyse
Professional Computer Solutions

PH: 1800 334 684
Email: sales@designwyse.com.au
Web: www.designwyse.com.au
Pages: 2 & 3

next byte

PH: 1300 361 119
Email: sales@nextbyte.com.au
Web: www.nextbyte.com.au
Page: 9

D-Link
Building Networks for People

PH: 1300 700 100
Email: sales@dlink.com.au
Web: www.dlink.com.au
Page: 37

Other World Computing

PH: 815 338 8658
Email: sales@macsales.com
Web: www.macsales.com
Pages: 4 & 5

DCW

PH: 1300 365 220
Email: sales@digitalcamerawarehouse.com.au
Web: www.digitalcamerawarehouse.com.au
Page: 16

simms
creating more opportunities

PH: 1800 800 703
Email: sales@simms.com.au
Page: 11

elgato

Web: www.elgato.com
Page: 80

TRY&BYTE

PH: 02 9906 5227
Email: info@tryandbyte.com.au
Web: www.tryandbyte.com.au
Page: 67

FileMaker

PH: 1800 028 316 (Aust)
0800 444 929 (NZ)
Web: www.filemaker.com.au
Pages: 6 & 53

Verbatim

PH: 03 9823 0999
Email: info@verbatim.com.au
Web: www.verbatim.com.au
Page: 27

macmarket

apple help?

apple computer & ipod service centre

The Mac Doctors

Authorised Service Provider

459 Flinders St Townsville City Ph: (07) 4724 5889

449 Ipswich Rd Annerley Brisbane Ph: (07) 3848 9438

macs as new

Quality Ex Demo Superseded Macs All with Warranty

www.macsasnew.com.au
always updated with current stock

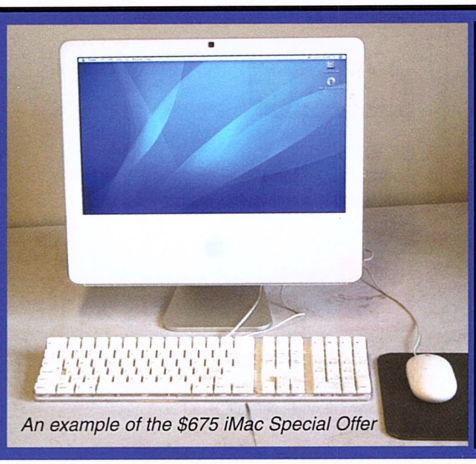
330D Miller Street
CAMMERAY
NSW 2062
ph: **(02) 9922 2327**

Apple Secondhand Reseller

Microseconds

Microseconds is Sydney based and specialise in new and used Macintosh sales, service, repairs and a wide range of spare parts. We also buy 2nd hand Macs. For a full description of our services, call (02) 9281 6392 or consult our web site at:

sales@microseconds.com.au



An example of the $675 iMac Special Offer

$675 iMac G5, a Microseconds Special Offer*

Specifications:

- 1.9ghz processor
- 1 gigabyte RAM
- iSight camera
- 3 month warrenty
- 150 gigabyte HD
- Superdrive & Bluetooth
- Airport Express
- OSX10.4.11

**** Data transfer free from another Macintosh***

Own Shares?

Then you'll love . . .

Australian ShareManager Mac/PC

Portfolio Management Software

• Easy to Use • Suits Home or Professionals • Year End Reports • Capital Gains, Profit/Loss Calculations • Multiple Portfolios • PC Version Now Available!

Download a free demo at:
www.sharemanager.com.au
(03) 9391 8993

Version 4.22
Now Available

Do you want to join the world's largest Apple reseller?

We have a variety of opportunities available so if you love Macs as much as we do send your resumé to **hr@nextbyte.com.au**

next byte®

Kensington

Quailty peripherals for your notebook, desktop and iPod. Proudly distributed by Try and Byte.
To view the full range of products, please visit our website.

TRY&BYTE Unit 17, 2a Herbert St, St Leonards NSW 2065
Tel **(02) 9906 5227** • Fax (02) 9906 5605

www.tryandbyte.com.au

AGENT V4 HD
www.liquiddigital.com.au

Attach professional photographic lenses and filters to improve your webcam movies and photos.....

LENS ADAPTOR SUITABLE FOR aGENT & iSIGHT WEBCAMS

The team behind the aGent webcams introduce our new webcam lens adaptor. Take your webcam photography to new levels by attaching wide angle, fish eye & micro lenses and photographic UV & coloured filters to your aGent V4 or iSight webcams. The 37mm lens adaptor fits most professional lenses & filters on the market. Get yours online today for only $10.95 (webcam & lens sold separately).

www.liquiddigital.com.au

Data Detect
MAC Hard Drive Data Recovery Specialists

Mac

- ☑ Australia's Premier Data Recovery Company
- ☑ Hard disk recovery (internal HDD and USB)
- ☑ **Free** diagnostic evaluation and quotation
- ☑ Your data back or **NO CHARGE – GUARANTEED**
- ☑ Nation wide free return postage
- ☑ Quickest turn around time
- ☑ Class 100 certified **CLEAN** environment
- ☑ Emergency services
- ☑ **RAID** recovery experts

Tel: (02) 9929 4822 - 24/7 hour Emergency service: (02) 9460 3864
Email: info@datadetect.com.au - www.datadetect.com.au

Apple Computers

- Authorised Reseller
- ☑ Competitive prices
- ☑ Buy Australia-wide online
- ☑ Convenient store hours

Apple Service

- ☑ Apple authorised service
- ☑ Average 3.2 day turn-around
- ☑ Available on-site in Melbourne

iPod & iPhone repairs

- ☑ Free assessment for iPods
- ☑ $66 assessment fee for iPhones
- ☑ 6 month warranty on parts
- ☑ iPod repairer since 2005

Matte screens

MacBook and MacBook Pro matte screen replacements

- ☑ Removes the glare permanently
- ☑ MacBook retains Apple warranty
- ☑ Only $499 for exchange display

synergetic Australia Pty Ltd
315-319 High Street, Kew, Vic. 3101
Phone (03) 9855 2323
www.synergeticaustralia.com

WYSIWYG
DIGITAL COLOUR PRINTING

Fast Turnaround
Competitive Prices
We use HP Indigo 5000
Offset Quality Digital Printing

Call us for a quotation today!
Freecall 1300 wysiwyg

or go to our website
www.wysiwyg.com.au

Request An Estimate | Place A New Order | Send A File | View A Proof

WYSIWYG DIGITAL COLOUR PRINTING
Unit 26, 6 Herbert Street St Leonards NSW 2065
Tel 02 9922 7288 Fax 02 9922 2788
Email sales@wysiwyg.com.au
Ground Floor 272 Kent Street Sydney NSW 2000
Tel 02 9262 4888 Fax 02 9262 1960
Email bureau@wysiwyg.com.au

Adelaide's **Mac** experts

iMac iPhone/iPod MacBook Pro

Exciting new store - 08 8260 1311

free quotes. | 8A Light Common Mawson Lakes. | free parking.

sales. service. support. upgrades. onsite repairs.

MAC SOLUTIONS

data recovery. new/ used showroom. ipod repairs/sales

www.macsolutions.com.au | sales@macsolutions.com.au

Mac+Aid
SERVICE • SOLUTIONS • SUPPORT

On-Site Mac Service
We come to you, anywhere in Melbourne Metro area

RESIDENTIAL & COMMERCIAL
- Apple Mac Troubleshooting
- Installation & Maintenance
- Networking, Internet & Email
- Upgrades & Independant Advice

Phone: **1800 762 040**
Email: support@macaid.com.au
Visit: www.macaid.com.au

Brickbats and bouquets, when and where deserved.

One more thing...

Apple, the gatekeeper.

With great power comes great responsibility. Well, at least that's the truth according to Spiderman's Uncle Ben. Increasingly though, it's something that Apple Inc should take heed of, too.

There's a certain irony to Apple now being a dominant force in consumer electronics and, to some extent, the PC market, too. Sure, in the PC market Apple's share of the action still holds at about the 10 per cent mark but in mindshare it commands the lead. Don't believe me? Take a look at Windows 7. If you look quickly, you'd nearly think you were looking at OS X.

But the PC market is passé. It's been fought and won by Microsoft. All the energy, innovation and growth is now focused on the smartphone and netbook arenas. In smartphones, at least, Apple is increasingly looking like an unstoppable force.

The App store, pioneered and introduced by Apple, has now surpassed a billion downloads, contains more than 40,000 apps and can be accessed by the 50 million (or thereabouts) iPhones and iPod Touches that are now in use around the globe. No other consumer electronics product has reached success like that in such a short time frame.

If you're a developer thinking about writing software for a smartphone your most compelling choice is iPhone. Others may tell you that App stores exist on many devices such as BlackBerry and Windows Mobile smartphones. This is true to an extent but take a look at the breadth and depth of software available for the iPhone and you'll realise that if the smartphone platform war hasn't been won yet, Apple looks to be the favourite.

But while software distribution for your PC comes in the form of retail boxes or downloads via a developer's website, getting apps on to your iPhone requires a visit to Apple's App Store (either on the iPhone or via iTunes). For developers, that means asking Apple's blessing for their app before it can appear in the store.

That's a lot of power, even for Apple.

In general, getting approval for apps is straightforward. Talking at the introduction of the iPhone OS 3 SDK, Greg Joswiak, head of iPhone product marketing, said that 96 per cent of apps that are submitted to Apple are approved, and of those apps 98 per cent are approved in seven days or less.

That all sounds fine until you start digging into the reasons why Apple rejected the other four per cent. Unfortunately for Apple, the Internet is a big place and news of rejections spreads quickly.

As an example, the latest rejection comes from a developer of an innovative ebook reading application called Eucalyptus. According to its developer, its point of difference was its ability to search through Project Guttenberg and download free books to your iPhone. Sounds like a pretty safe sort of an app, doesn't it?

Trouble is, when Apple reviewed it for consideration in the App Store they searched for and found "Kama Sutra". Quickly, and clearly without reasoning, Apple slapped Eucalyptus with a "not approved" on the grounds that the app could be used to view sexually explicit material. This, even though the book is available on the Internet, you know, via Safari on iPhone, even.

If you think that was a one-off, think again. A similar rejection got dealt to Lauren Brichter, developer of the popular Twitter client Tweetie, because, according to Apple, at the time of review one of the trending topics on Twitter was the word 'f*&k'.

I'm all for Apple keeping the App Store a clean, safe place where anyone can download apps but the two decisions I've just highlighted reek of bad judgment.

According to Apple however, fixes are on the way.

When iPhone 3.0 arrives, it will bring the introduction of ratings for apps. Ratings mean that if an app store reviewer deems an app inappropriate for general public they can slap it with an R rating. Unfortunately, this still isn't enough.

Apple also needs to focus on improving the rejection process. For one, if an app is rejected it should be rejected by multiple reviewers.

Secondly, Apple should classify rejections based on a set of criteria. Some rejections should be better than others. I'm all for the rejection of apps that explicitly disobey Apple's terms and conditions but at least developers of rejected apps should have a shortcut to getting their apps re-submitted, or at least a contact or resource made available that helps the developer understand and rectify the issue.

My fear is that as the iPhone juggernaut continues to build steam, Apple will become less rather than more transparent about the way it sizes up iPhone Apps, and that would be to its detriment.

log on to our webshop at www.creativefolks.com.au for our monthly specials on all product lines

1300 136 557
www.creativefolks.com.au

All Epson 220ml inks for the Epson Stylus Pro large format printer range NOW $171.60

SUPER DEAL
$2595
Epson Stylus Pro 4880

Sleek, compact and stylish, the **Epson Stylus Pro 4880 17-inch (423mm)** printer delivers all the quality and benefits of the larger Epson Stylus Pro 7880 and 9880 printers. It's printer designed to be a perfect fit in virtually any production environment; and with the new Epson UltraChrome K3 Ink with Vivid Magenta, is able to generate prints with outstanding gamut cover.

creativefolks

Tune into HDTV on your Mac

eyetv

watch record edit enjoy

Award-winning EyeTV turns your Mac into the coolest television in the house. Work or surf the Web and watch TV at the same time. Record your shows to enjoy later, and play them on your iPhone™ or iPod®.

icetv Optional Program Guide
Enjoy 3 free months with your purchase of EyeTV

Check out these other great video products from Elgato:

video capture

turbo.264 HD

(1): Recommended retail price.

Proudly distributed by:

simms
Ph: 1800 800 703

CONEXUS
Ph: 02 9975 0900

Also available at:

www.apple.com/au

elgato